STRATA
COMMUNITY
EXCELLENCE
AWARDS 2022

Nomination Kit

Across eleven 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 2022 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 2022 CHU SCA (ACT) Strata Community Awards provides a means of measuring and benchmarking within our industry in ACT.

strata community association® ACT

CHU

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 criteria on page 6.

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 criteria on page 8.

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 criteria on page 10.

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 criteria on page 12.

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 criteria on page 14.

Essay Award

The 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 criteria on page 15.

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 criteria on page 16.

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 in a leadership role who meet the criteria on page 18.

Strata Community Environmental & Engagement Award

Recognises a strata manager and a strata scheme that worked together to reduce their impact on the environment by means of sustainability initiatives and projects and/or are utilising products and services that have positive environmental outcomes.

This award is open to a strata community and their strata manager who meet the criteria on page 20.

Excellence in Innovation Award

Recognises businesses that have made significant contributions to the industry through the introduction of improvement of an idea, method, technology, process or application.

This award is open to organisations who meet the criteria on page 22.

Professional Commitment to Service & Ethics Award*

Recognises an individual that has made an outstanding contribution to the strata industry through consistency in professionalism, work ethic, service, staff development, training, leadership and reliability.

This award is open to individuals who meet the criteria on page 24.

KEY DATES

SUBMISSIONS OPEN

Wednesday 13 July 2022

SUBMISSIONS CLOSE

11.59pm, Monday
5 September 2022

JUDGING

Friday 9 September to
Friday 30 September 2022

INTERVIEWS

Tuesday 4 October 2022

GALA AWARDS PRESENTATION

Friday 21 October 2022

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 as 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.

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 other material and documents 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 documentation be referenced within your submission.

SUBMITTING YOUR ENTRY

Completed entries must be submitted via our electronic Awards Force Platform only by **11.59pm** on **Monday 5 September 2022**.

Submit here >>

THE PROCESS

Entries

Nominees complete and submit their entry, including a signed nomination form, before 11.59pm Monday 5 September 2022.

Screening

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

Shortlisted Nominees

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

Scheduling

The primary contact person for each of the shortlisted nominees (not applicable for Essay Award) will be contacted to arrange an interview with the judging panel. Interviews will take place on Tuesday 4 October 2022 via video conference. A representative from the shortlisted nominees must be available for an interview during this period. Once the four (4) shortlisted nominees are determined, calendar invites are to be sent to the nominees to secure the interview time.

Interviews

The judges and shortlisted nominees meet to allow the judges to ask questions and gain a 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 nominee is not necessarily the winner following the interview.

Announcement

The winners will be announced at the 2022 CHU SCA (ACT) Strata Community Awards gala dinner on Friday 21 October 2022 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

Overview (20%)

- What has been your organisation contribution to excellence in customer service, commitment to professional development, leadership, business acumen and innovative ideas?
- What was your activity, product, process, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Drivers (15%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to you?

Top tips:

- *200-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Goals (15%)

- What was your goal?
- What did you set out to achieve?
- What were the target outcomes?
- How were you going to measure the success?

Top tips:

- *150-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Results (20%)

- Explain what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of you or your initiative.*

Scalability (10%)

- How can your activities, product, process, project or approach be used by others?
- How could your work or project extend its reach for a greater contribution to strata outcomes?

Top tips:

- *150-word limit.*
- *The judges will look at whether your initiative or activities can be adopted beyond your area or organisation and whether you have considered and pursued broader application.*

Innovation (10%)

- What sets you apart from others?
- How is your work different to what had been done before?
- What innovative methods or approaches did you use?
- What are you most proud of?

Top tips:

- *200-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (10%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *150-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by your work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

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 company must not have had a conviction for a summary or indictable offence.
- May be nominated by an employee, client, industry associate or the Principal/Director/ Owner of the Strata Management Business.
- Business representative 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 must be an SCA Accredited strata community manager (any level of accreditation) in the ACT branch by 28 February 2023 to be eligible to progress to the 2022/23 SCA Australia & New Zealand Awards as a Finalist and subject to meeting the T&Cs.

Strata Community Management

Large Business

Overview (20%)

- What has been your organisation contribution to excellence in customer service, commitment to professional development, leadership, business acumen and innovative ideas?
- What was your activity, product, process, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Drivers (15%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to you?

Top tips:

- *200-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Goals (15%)

- What was your goal?
- What did you set out to achieve?
- What were the target outcomes?
- How were you going to measure the success?

Top tips:

- *150-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Results (20%)

- Explain what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of you or your initiative.*

Scalability (10%)

- How can your activities, product, process, project or approach be used by others?
- How could your work or project extend its reach for a greater contribution to strata outcomes?

Top tips:

- *150-word limit.*
- *The judges will look at whether your initiative or activities can be adopted beyond your area or organisation and whether you have considered and pursued broader application.*

Innovation (10%)

- What sets you apart from others?
- How is your work different to what had been done before?
- What innovative methods or approaches did you use?
- What are you most proud of?

Top tips:

- *200-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (10%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *150-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by your work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

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 company must not have had a conviction for a summary or indictable offence.
- May be nominated by an employee, client, industry associate or the Principal/Director/ Owner of the Strata Management Business.
- Business representative 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 must be an SCA Accredited strata community manager (any level of accreditation) in the ACT branch by 28 February 2023 to be eligible to progress to the 2022/23 SCA Australia & New Zealand Awards as a Finalist and subject to meeting the T&Cs.

Strata Services Business Award

Overview (20%)

- What has been your organisation contribution to excellence in customer service, commitment to professional development, leadership, business acumen and innovative ideas?
- What was your activity, product, process, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Drivers (15%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to you?

Top tips:

- *200-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Goals (15%)

- What was your goal?
- What did you set out to achieve?
- What were the target outcomes?
- How were you going to measure the success?

Top tips:

- *150-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Results (20%)

- Explain what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of you or your initiative.*

Scalability (10%)

- How can your activities, product, process, project or approach be used by others?
- How could your work or project extend its reach for a greater contribution to strata outcomes?

Top tips:

- *150-word limit.*
- *The judges will look at whether your initiative or activities can be adopted beyond your area or organisation and whether you have considered and pursued broader application.*

Innovation (10%)

- What sets you apart from others?
- How is your work different to what had been done before?
- What innovative methods or approaches did you use?
- What are you most proud of?

Top tips:

- *200-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (10%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *150-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by your work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

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 company must not have had a conviction for a summary or indictable offence.
- May be nominated by an employee, client, industry associate or the Principal/Director/ Owner of the Strata Services Business.
- Business representative 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 2022-2023 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Support Team Member Award

Overview (20%)

- What has been your individual contribution to excellence in customer service, commitment to professional development, leadership, business acumen and innovative ideas?
- What was your activity, product, process, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Drivers (15%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to you?

Top tips:

- *200-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Goals (15%)

- What was your goal?
- What did you set out to achieve?
- What were the target outcomes?
- How were you going to measure the success?

Top tips:

- *150-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Results (20%)

- Explain what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of you or your initiative.*

Scalability (10%)

- How can your activities, product, process, project or approach be used by others?
- How could your work or project extend its reach for a greater contribution to strata outcomes?

Top tips:

- *150-word limit.*
- *The judges will look at whether your initiative or activities can be adopted beyond your area or organisation and whether you have considered and pursued broader application.*

Innovation (10%)

- What sets you apart from others?
- How is your work different to what had been done before?
- What innovative methods or approaches did you use?
- What are you most proud of?

Top tips:

- *200-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (10%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *150-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by your work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

Eligibility

- Must be an employee of a current SCA (ACT) Strata Management Member or 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 at least the past 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.
- May be self-nominated or nominated by a colleague, or employer.
- Nominee 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 is true and accurate.
- Must include 2-3 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 2022-2023 SCA Australasia as a Finalist subject to meeting the T&Cs.

Strata Community Manager – Rising Star Award

Customer Service (40%)

- What is your philosophy/approach to customer service? 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've 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'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Overcoming Challenges (30%)

- What have 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 company in which you work, and how it was resolved. How did you contribute to the resolution of the problem? What steps did you take? What was the result?

Top tips:

- *400-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Professional Development & Goals (30%)

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

Top tips:

- *300-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

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 not less than 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.
- May be self-nominated or nominated by a colleague, employer or client.
- Nominee 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 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 2022-2023 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Essay Award

Write a maximum 1,000-word essay (with 10% leeway) on the assigned 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.*

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 2022-2023 SCA Australasia as a Finalist subject to meeting the T&Cs.

Strata Community Manager Award

Customer Service (25%)

- What is your philosophy/approach to customer service? 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've been able to convert a disgruntled customer to a satisfied one.

Top tips:

- *400-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Overcoming Challenges (25%)

- What have 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 company in which you work, and how it was resolved. How did you contribute to the resolution of the problem? What steps did you take? What was the result?

Top tips:

- *400-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Business Acumen & Thinking Outside The Square (25%)

- What have you done in your role or for your company that demonstrates a high level of business acumen?
- How have you approached delivery of a service, activity or process differently in order to achieve a better result? Why did you do this and what was the result?
- What is the one thing that really sets you apart from other strata managers?

Top tips:

- *400-word limit.*
- *Tell us how you amended a process and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Professional Development & Goals (25%)

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

Top tips:

- *300-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Eligibility

- Must have been practising as a strata community manager for more than 2 years at time of nomination.
- Must have been employed with their current employer for not less than 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.
- May be self-nominated or nominated by a colleague, employer or client.
- Nominee 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, Partner, or Owner of a Strata Management Business.
- Must provide a Declaration form stating the information provided in the Awards 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 must be an SCA Accredited strata community manager (any level of accreditation) by 28 February 2023 to be eligible to progress to the 2022/23 SCA Australia & New Zealand Awards as a Finalist and subject to meeting the T&Cs.

Senior Strata Community Manager Award

Customer Service (20%)

- What is your philosophy/approach to customer service? 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've been able to convert a disgruntled customer to a satisfied one.

Top tips:

- *300-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/organisation/ initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Leading Others (20%)

- In your opinion what are the most challenging aspects of the strata industry? Provide examples of how you've helped your team or company to overcome these challenges
- Explain how you've created a winning culture in your team or company. What actions/ activities/processes etc. do you and the team undertake to maintain this culture? How have you quantified the results?
- Describe an issue or problem that surfaced for one of your team members. How did you assist the team member to resolve the problem? What steps did you take? What was the result?
- Describe how you've mentored a team member and what they've achieved as a result.

Top tips:

- *300-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Highlight what you have implemented to support your team*

Business Acumen & Thinking Outside The Square (20%)

- What have you done in your company that demonstrates a high level of business acumen?
- How have you approached delivery of a service, activity or process differently in order to achieve a better result? Why did you do this and what was the result?

Top tips:

- *300-word limit.*
- *Tell us how you amended a process and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Professional Development & Goals (20%)

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

Top tips:

- *300-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Contribution To The Industry (20%)

- Give examples of how you've contributed to the development of the Strata industry in one or more of the following areas:
  - Education and Professionalism
  - Advocacy
  - Innovation
  - Corporate Social Responsibility

Top tips:

- *300-word limit.*

Eligibility

- Must have been practising as a strata community manager with over 400 lots for 2 years at time of nomination.
- Must have been employed with their current employer for not less than 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.
- May be self-nominated or nominated by a colleague, employer or client.
- Nominee must be available for an online interview at a time specified by SCA (ACT).
- Must be in a supervisory role such as; Licensee-in-charge, Principal, Director, Partner, Team Leader or Owner of a Strata Management Business that is registered to operate in ACT. If operational, you must directly manage 400 lots and above in ACT.
- Must provide a Declaration form stating the information provided in the Awards 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 must be an SCA Accredited strata community manager (any level of accreditation) by 28 February 2023 to be eligible to progress to the 2022/23 SCA Australia & New Zealand Awards as a Finalist and subject to meeting the T&Cs.

Strata Community Environmental & Engagement Award

Overview (30%)

- What has been the community's contribution to reduction and reuse, or the improvement of environment outcomes? This could include a reduction in energy and water consumption, improved waste management, improved living conditions and accessibility, enhanced biodiversity, active transport etc.
- What was your community's activity, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about the strata scheme and the initiative/s with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about you or your work.*

Drivers (10%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to your strata scheme?

Top tips:

- *200-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Goals (10%)

- What was your goal?
- What did you set out to achieve?
- What were your target outcomes?
- How were you going to measure your success?

Top tips:

- *150-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified.*

Results (20%)

- Explain what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your strata scheme's work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of the strata scheme's work.*

Scalability (10%)

- How can your activities, product, process, project or approach be used by other strata schemes?
- How could your work or project extend its reach for a greater contribution to positive environmental outcomes?

Top tips:

- *150-word limit.*
- *The judges will look at whether your initiative or activities can be adopted beyond your strata scheme and whether you have considered and pursued broader application.*

Innovation (10%)

- What sets your strata scheme (and your work in this area) apart from others?
- What are you most proud of?

Top tips:

- *200-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (10%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *50-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by the strata scheme's work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

Eligibility

- Must have been practising as a strata community manager for more than 2 years at time of nomination.
- Must have been employed with their current employer for not less than 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.
- Strata Scheme must be under management of the SCA (ACT) Management Member.
- Must not have a Code of Conduct complaint upheld against them over the last 2 years.
- May be self-nominated or nominated by a colleague, employer or client.
- Strata Manager and Chairperson of the scheme must be available for online interview at a time specified by SCA (ACT).
- The winner of this award category must be an SCA Accredited strata community manager (any level of accreditation) by 28 February 2023 to be eligible to progress to the 2022/23 SCA Australia & New Zealand Awards as a Finalist and subject to meeting the T&Cs.

Excellence in Innovation Award

Overview (15%)

- What has been your contribution to the improvement of strata outcomes?
- What was your activity, product, process, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about your organisation or your initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about you or your work.*

Drivers (10%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to you?

Top tips:

- *150-word limit.*
- *Tell us how you identified a strata problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Goals (5%)

- What was your goal?
- What did you set out to achieve?
- What were your target outcomes?
- How were you going to measure your success?

Top tips:

- *150-word limit.*
- *Give a clear account of exactly what you were trying to achieve.*
- *Include any specific targets you identified*

Results (15%)

- Explain what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of your initiative.*

Scalability (5%)

- How can your activities, product, process, project or approach be used by others?
- How could your work or project extend its reach for a greater contribution to positive strata outcomes?

Top tips:

- *150-word limit.*
- *The judges will look at whether your initiative or activities can be adopted beyond your area or organisation and whether you have considered and pursued broader application.*

Innovation (40%)

- What sets you apart from others?
- How is your work different to what had been done before?
- What innovative methods or approaches did you use?
- What are you most proud of?

Top tips:

- *500-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (10%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *150-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by your work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

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 company must not have had a conviction for a summary or indictable offence.
- Business representative must be available for 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 2022-2023 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Professional Commitment to Service & Ethics Award

Overview (30%)

- What has been your individual contribution to excellence in customer service and ethics?
- What was your activity, product, process, project or approach?
- What did you achieve?
- What impact have you had?

Top tips:

- *500-word limit.*
- *Be clear and succinct – include the key information you'd like the judges to know about.*
- *Highlight the key aspects about yourself/initiative with an emphasis on achievements and outcomes.*
- *Include any high-level facts, figures and results.*
- *Highlight anything that was new, different or unique about the work.*

Drivers (20%)

- What inspired you to do what you are doing?
- What problem did you solve?
- Why did this matter to you?

Top tips:

- *200-word limit.*
- *Tell us how you identified a problem and why you decided to address it in the way you did.*
- *Give us an idea of the magnitude of the problem/s you identified.*

Results (20%)

- Explain a professional ethics scenario and what you did.
- Describe what was done to transition your idea to reality.
- Describe how you achieved your goals.
- What have been the results of your work (quantitative and qualitative)?
- What has been the impact of your contribution so far?

Top tips:

- *350-word limit.*
- *Provide evidence of your success – attach any relevant documentation to support your claims. Examples might include data metrics, before/after photos of an issue or situation, surveys that track attitudes or behaviour, financial savings or impact, measurable flow-on effects from your activities to other areas.*
- *Include any information that you consider demonstrates the value of you or your initiative.*

Innovation (15%)

- What sets you apart from others in service and ethics?
- How is your work different to what had been done before?
- What innovative methods or approaches did you use?
- What are you most proud of?

Top tips:

- *200-word limit.*
- *Innovation is about finding new ways of doing something or a new way to solving a problem.*
- *Consider more than just innovative equipment or use of technology – have you been innovative in your thinking or approach to a problem instead?*
- *Describe the way you came up with your ideas and how you thought 'outside the box' to create solutions to strata problems.*

Collaboration (15%)

- How has collaborating with others helped you achieve your results?
- Describe the ways you worked with others (including those affected by your work).

Top tips:

- *200-word limit.*
- *Consider how you drew on resources and input outside of your own, how you gathered support, and how you considered those affected by your work.*
- *Include evidence of support from those with whom you collaborated and feedback that supports your claims.*

Eligibility

- Must be an employee of a current SCA (ACT) Strata Management 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 as a practising Strata Community Manager, Building Manager, or within the Executive Leadership Team for at least the past 12 months at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years at time of nomination.
- May be self-nominated or nominated by a colleague, or employer.
- Nominee 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 is true and accurate.
- Must include 2-3 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.
- Must be tailored to service and ethics and must not use the same application as other individual awards.

TERMS & CONDITIONS OF ENTRY

- To enter 2022 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.
- If self-nominated, nominees must complete their own submission using the prescribed entry form.
- Peer nominations can be submitted by completing online form via the Award Platform. The nominee will then be contacted by SCA (ACT) and offered the opportunity to complete their own submission using the prescribed entry form. The judges will be provided with a copy of the peer nomination.
- 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 Monday 5 September 2022. 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 nominee.
- By entering the awards, nominees agree for their photographs, profiles and other details to be used for promotional purposes.
- By entering the awards, nominees 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 2022 CHU SCA (ACT) Strata Community Awards on the Friday 21 October 2022.
- 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 of the of the following categories are eligible to progress to the 2022-2023 SCA Australasia Awards as a Category Finalist subject to meeting the SCA Australasia award entry T&Cs:

- Support Team Member
- Strata Community Manager – Rising Star
- Strata Community Manager
- Senior Strata Community Manager
- Strata Community Management – Small / Medium Business
- Strata Community Management – Large Business
- Strata Services Business
- Strata Community Environmental & Engagement
- Excellence in Innovation
- Essay

FOR MORE INFORMATION

nominations@strata.community
www.strata.community

STRATA COMMUNITY EXCELLENCE AWARDS 2022

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