



STRATA COMMUNITY EXCELLENCE AWARDS 2025

Nomination Kit

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

Participating in the SCA (NZ) 2025 Strata Community Excellence Awards 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 SCA (NZ) 2025 Strata Community Excellence Awards provides a means of measuring and benchmarking within our industry in NZ.

2025 AWARD CATEGORIES

Essay Award

Recognising the author of an exceptional essay that sheds light on critical, innovative and emerging issues in the strata sector. Essays demonstrate unique and interesting insight, innovation and lived experience with an emphasis on authenticity, understanding of the challenges and opportunities or ideas for solutions that contribute to the sector.

Open to: Strata Management and Strata Service individual members.

[Eligibility criteria](#)

Support Team Member Award

Recognising the people behind the scenes in a management or supplier business who have made an outstanding contribution to the success of their team.

Open to: Strata Management and Strata Service individual members.

[Eligibility criteria](#)

Strata Community Manager - Rising Star Award

Showcasing new entrants to the strata profession who have shown outstanding progress early in their career.

Open to: Strata Management individual members.

[Eligibility criteria](#)

Strata Community Manager Award

Acknowledging strata community managers who have demonstrated excellence in customer service, a commitment to professional development, business acumen, and innovative ideas.

Open to: Strata Management individual members.

[Eligibility criteria](#)

Senior Strata Community Manager Award

Recognising senior strata community managers who have demonstrated deep sector knowledge and specialist expertise, excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

Open to: Strata Management individual members.

[Eligibility criteria](#)

Strata Community Management Leadership Award

Celebrating leaders in strata community management businesses who have achieved excellent business results through the development and leadership of their people.

Open to: Strata Management individual members.

[Eligibility criteria](#)

KEY DATES

Submissions open

Friday 15 August 2025

Submissions close

11.59pm Wednesday 15 October 2025

Judging

Monday 20 October 2025 to

Monday 3 November 2025

Interviews

Monday 10 November 2025 to

Friday 14 November 2025

Gala awards presentation

Thursday 27 November 2025



ENTRY REQUIREMENTS

Essential

Submission document

This is your written response to the assessment criteria and is weighted at 60% of your overall score 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.

Supporting images

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.

Peer nomination

To nominate an SCA Member worthy of receiving an award, please complete the Peer Nomination form and SCA will invite the nominated entrant to make a submission.

Submitting your entry

Completed entries must be submitted via our electronic Awards Force Platform only by 11.59pm Wednesday 15 October 2025.

[Submit here >>](#)

THE PROCESS

Entries

Entrants complete and submit their entry, including a signed nomination form, before 11.59pm Wednesday 15 October 2025.

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 between Monday 10 November 2025 to Friday 14 November 2025 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 a greater insight, and so entrants can share more information about themselves and their work.

Following the interviews, the judges will score the entrants on their interview with a weighting of 40%. This will be combined with their written submission score to determine the winner of each Award category. The judges collective scores across both the submission and the interview will determine the winner.

Announcement

The winners will be announced at the SCA (NZ) 2025 Strata Community Excellence Awards Gala dinner on Thursday 27 November 2025.

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 sector and a great interest in fostering excellence including Honorary Fellows, Life Members, Fellows and Accredited members with long tenure.

The judging panel complete confidentiality and conflict of interest agreements with SCA (NZ) for their role as judges. Any conflicts of interest of judges with applicants/finalists result in the judge's withdrawal.

The judges' decisions are final.

ASSESSMENT CRITERIA & WEIGHTINGS

Top tips:

1. Be clear and succinct – include the key information you would like the judges to know about.
2. Ensure you adhere to the word limit of each area.
3. Read the criteria carefully and ensure you are answering the questions.
4. Use of AI tools (e.g. ChatGPT) for drafting is discouraged. Entries suspected to be AI-generated with minimal personal input may be disqualified or have their scores amended.
5. Where 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 or by your brand/branch.
6. If you include information about another organisation, individual, or property in any way that may be challenged, you are required to provide SCA with the third-party authority.
7. If there is a negative reference to a third party, it will be omitted prior to the judging process.

Essay Award

Word count: 1,000 words (with up to 10% margin), excluding references and citations

Eligibility: This award is open to Strata Management and Strata Service individual members who meet the eligibility criteria

Essay topics must address one of the below topic themes relevant to the strata sector:

- **Leadership & professionalism**
- **Communication, conflict & community**
- **Innovation & sustainability**
- **Risk, ethics & reputation**
- **Business models & affordability**

Exploration of topic (40%)

- Your essay should demonstrate a profound exploration of the chosen topic. Dive into various dimensions, considering diverse perspectives and implications.
- Connect your topic with issues crucial to our community. Highlight its significance within our context and its potential impact on our collective well-being.
- Offer unique insights or perspectives that enrich understanding or provoke critical reflection within the stratum community.

Effective communication (25%)

- Ensure your arguments are presented logically and coherently. Make it easy for the reader to follow your train of thought. Ensure you have a clear introduction and conclusion.
- Captivate your audience with a clear purpose, compelling narratives, examples, or rhetorical devices. Sustain their interest throughout the essay. Humour or personal flair are welcome.
- Support your claims with evidence, reasoning, and logical progression. Persuade your audience through the strength of your arguments.

Grammar & spelling (20%)

- Essays to display a high standard of written English with grammatical accuracy and syntactical proficiency. Craft sentences that are clear, concise, and free from errors.
- Pay attention to standard spelling and punctuation conventions. Maintain consistency in punctuation, capitalisation, and spelling throughout your essay.
- Ensure a harmonious flow of language that enhances readability and professional presentation. Maintain consistency in style and tone throughout your writing.

Authenticity & originality (15%)


- Ensure your essay reflects personal thought, real experience or genuine analysis.
- Use of AI tools (e.g. ChatGPT) for drafting is discouraged. Essays will be evaluated for signs of over-reliance on generic content. Entries suspected to be AI-generated with minimal personal input may be disqualified or have their scores amended.

Where applicable, sources (e.g. legislation, reports, news, academic work) must be cited accurately. Any referencing style is acceptable if used consistently. Plagiarism will result in disqualification.

Top tips:

- If you include information about another organisation, individual, or property in any way that may be challenged, you are required to provide SCA with the third-party authority.
- If there is a negative reference to a third party, it will be omitted prior to the judging process.
- Citations/references are not included within 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 NZ.
 - 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 2025/26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.
 - Entrants confirm by submitting their Essay, that permission is granted for the Essay to be published across SCA platforms at SCA discretion.
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Support Team Member Award

Customer service (25%) – 300-word limit

- 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.
- Responses are also to address service to internal customers.

Goals & results (25%) – 300-word limit

- 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.

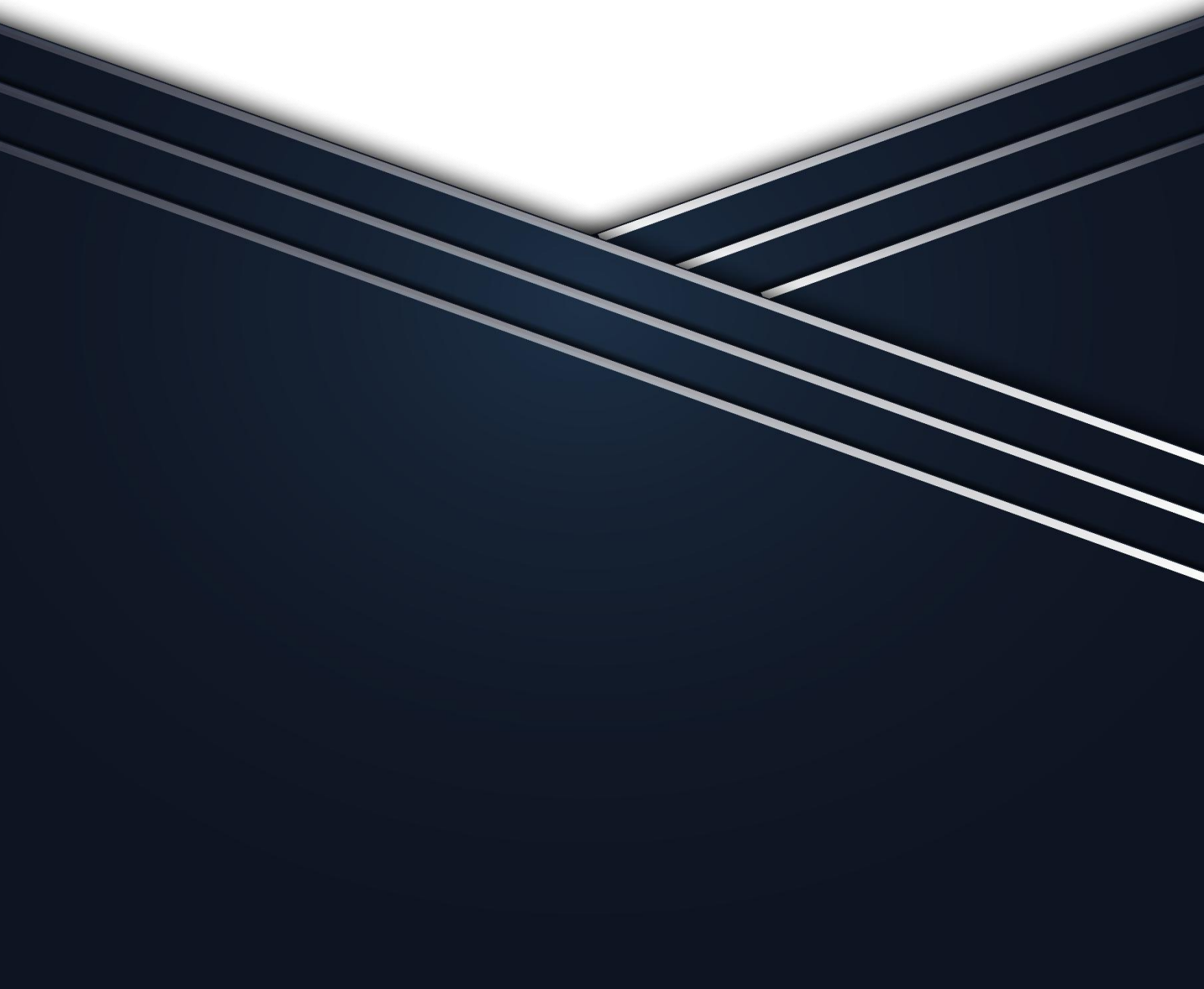
Collaboration (25%) – 300-word limit

- 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.

Innovation (25%) – 300-word limit

- 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.

Eligibility

- Must be an employee of a current SCA (NZ) Strata Management Member or Strata Services Member and the Corporate must hold membership in NZ for at least one (1) year at time of nomination.
 - Must have worked for their current employer for at least nine (9) months.
 - 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 (NZ).
 - Must provide a Declaration form from your direct supervisor, confirming they approve your nomination and confirming the information provided in the Awards submission is true and accurate.
 - Must include two (2) colleague references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. 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 2025/26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.
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Strata Community Manager - Rising Star Award

Customer service (40%) – 500-word limit

- 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.

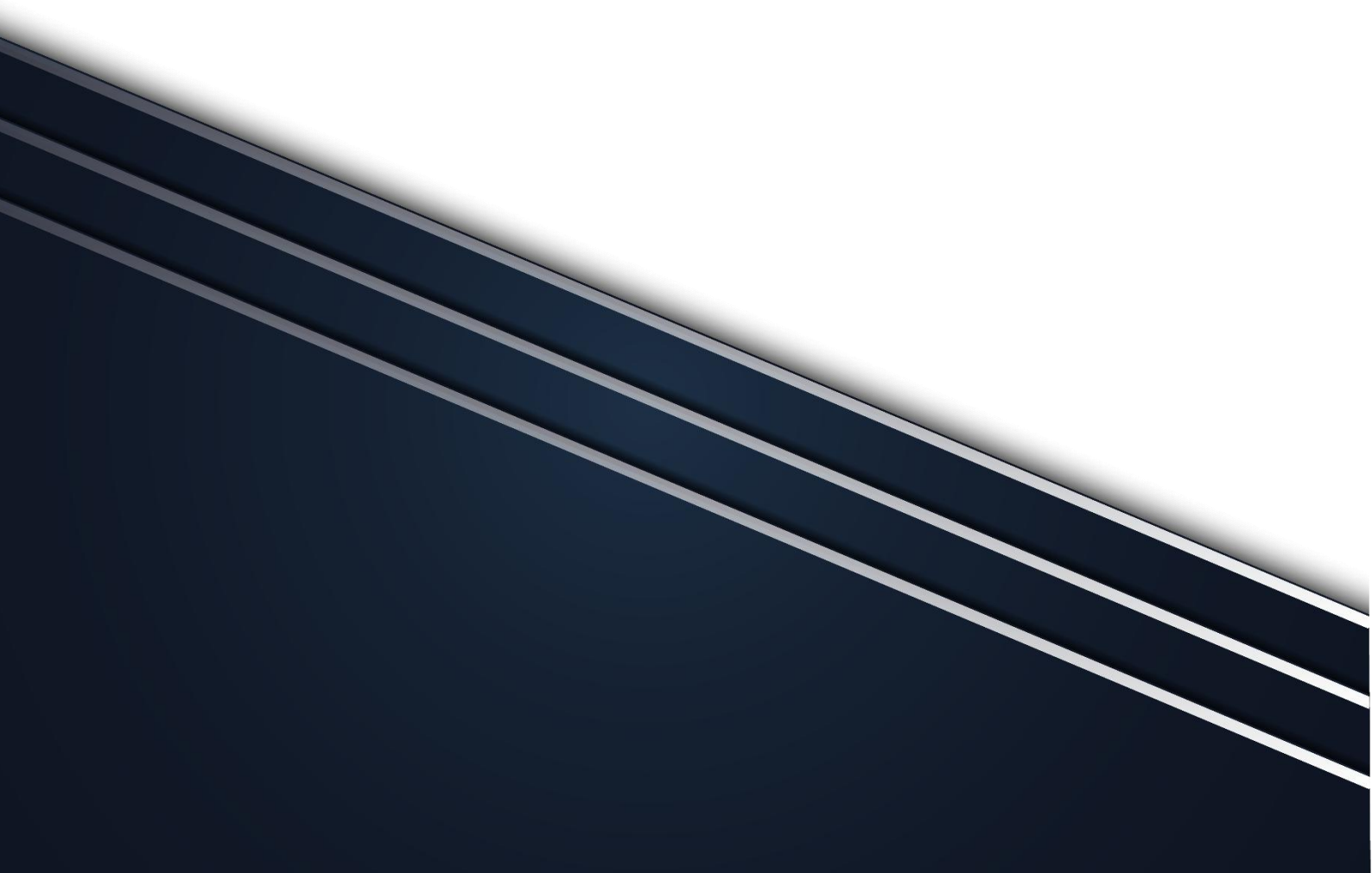
Overcoming challenges (30%) – 400-word limit

- 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.

Professional development & goals (30%) – 300-word limit

- Explain the professional development you have undertaken over the past year.
- 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 three (3) years and how you plan to achieve them.
- Describe what success will look like for you in three (3) years' time.

Eligibility

- Must have been practising as a strata community manager for no more than two (2) years at time of nomination.
 - Must have worked for their current employer for at least nine (9) months.
 - Must not be a former Rising Star Award winner in NZ or any other SCA region.
 - Must be a current employee of an SCA (NZ) Strata Management Member and the Corporate must hold membership in NZ for at least two (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 (NZ).
 - Must provide a Declaration form from your direct supervisor, confirming they approve your nomination and confirming the information provided in the Awards submission is true and accurate.
 - Must include three (3) client references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. 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 2025/26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.
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Strata Community Manager Award

Customer service (25%) – 400-word limit

- 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.

Overcoming challenges (25%) – 400-word limit

- 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.


Business acumen & thinking outside the square (25%) – 400-word limit

- 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, why you did this and what the result was.
- Describe one thing that really sets you apart from other strata managers.

Professional development & goals (25%) – 400-word limit

- 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 three (3) years and how you plan to achieve them.
- Describe what success will look like for you in three (3) years' time.

Eligibility

- Must have been practising as a strata community manager for more than 15 months at time of nomination.
 - Must have worked for their current employer for at least nine (9) months.
 - Must be an SCA Accredited strata community manager (any level of accreditation).
 - Must be a current employee of an SCA (NZ) Strata Management Member and the Corporate must hold membership in SCA (NZ) for at least two (2) years at time of nomination.
 - Must NOT have a Code of Conduct complaint upheld against them over the last two (2) years at time of nomination.
 - Entrants must be available for an online interview at a time specified by SCA (NZ).
 - 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 from your direct supervisor, confirming they approve your nomination and confirming the information provided in the Awards submission is true and accurate.
 - Must include three (3) client references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. 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 2025/26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.
 - Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.
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Senior Strata Community Manager Award

Customer service (25%) – 400-word limit

- 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.
- Answers to emphasise deep sector and technical knowledge in strata management.

Business acumen & thinking outside the square (25%) – 400-word limit

- 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.
- Answers to emphasise deep sector and technical knowledge in strata management.

Professional development & goals (25%) – 400-word limit


- 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 three (3) years and how you plan to achieve them.
- Describe what success will look like for you in three (3) years' time.

Contribution to the sector (25%) – 400-word limit

Provide examples of how you have contributed to the development of the strata sector in one or more of the following areas, emphasising deep sector and technical knowledge in strata management:

- Education and professionalism
- Leadership, coaching, and development of other strata professionals
- Advocacy
- Innovation
- Corporate social responsibility

Eligibility

- Must have been practising as a strata community manager for more than two (2) years at time of nomination.
 - Must be currently employed as a senior strata manager or higher position and working in the role for nine (9) months at time of nomination.
 - Must be an SCA Accredited strata community manager (any level of accreditation).
 - Must be a current employee of an SCA (NZ) Strata Management Member and the Corporate must hold membership in SCA (NZ) for at least two (2) years at time of nomination.
 - Must NOT have a Code of Conduct complaint upheld against them over the last two (2) years at time of nomination.
 - Entrants must be available for an online interview at a time specified by SCA (NZ).
 - 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 NZ.
 - If your role is operational, you must directly manage a minimum of 100 lots in NZ.
 - Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
 - Must include three (3) client references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. 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 2025/26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.
 - Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.
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Strata Community Management Leadership Award

Leadership and people development (40%) – 500-word limit

- Explain your philosophy and approach to leadership, with examples of how you have utilised coaching, diversity, integrity and well-being to:
 - Develop others
 - Foster a positive culture
 - Lead by example
 - Elevate the strata profession

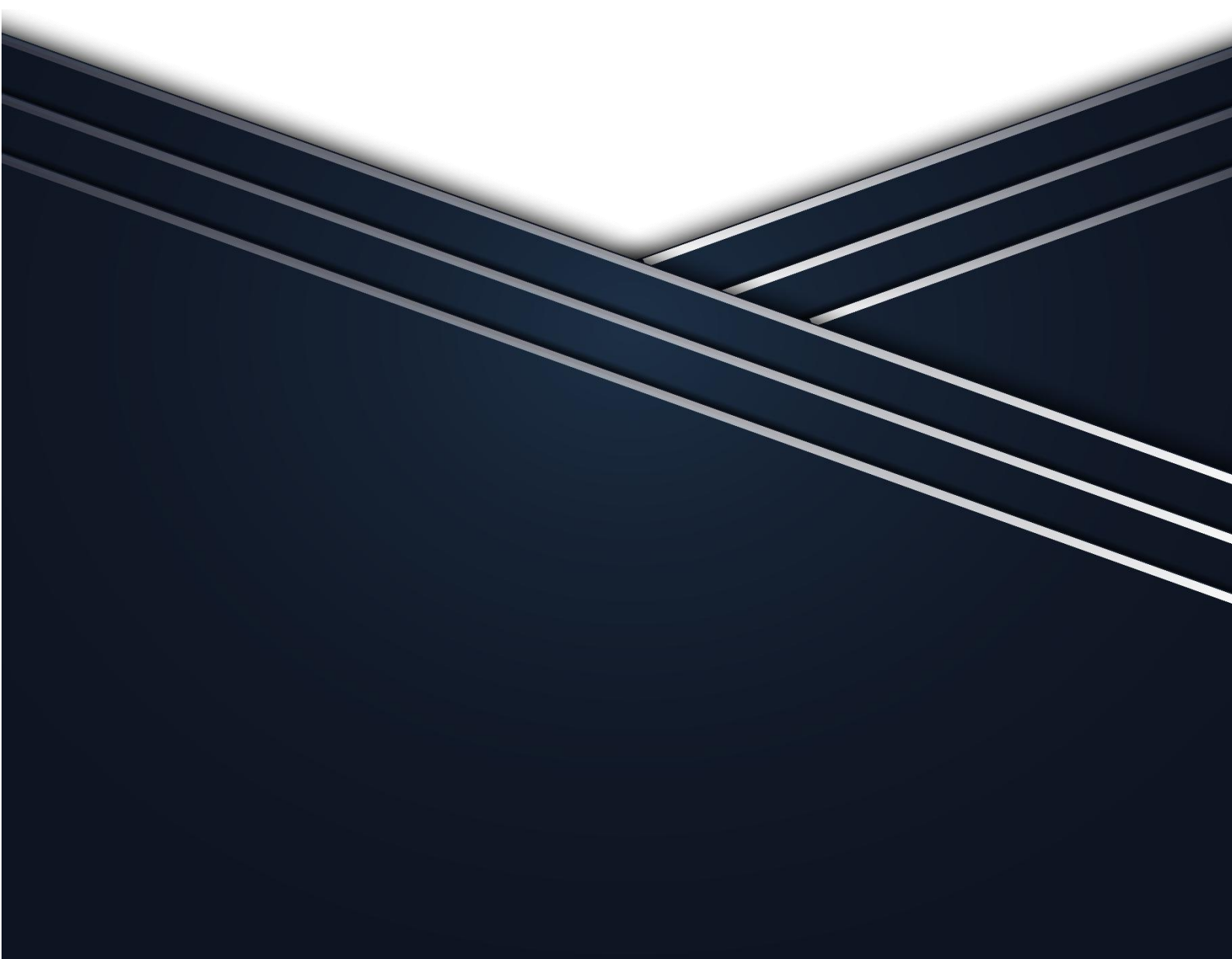
Business acumen & innovation (30%) – 500-word limit

- Detail how you have demonstrated business growth, operational improvements, or strategic decision-making.
- Explain how you have used innovative processes or "thinking outside the square" to solve problems and/or create new opportunities.

Effective communication (30%)

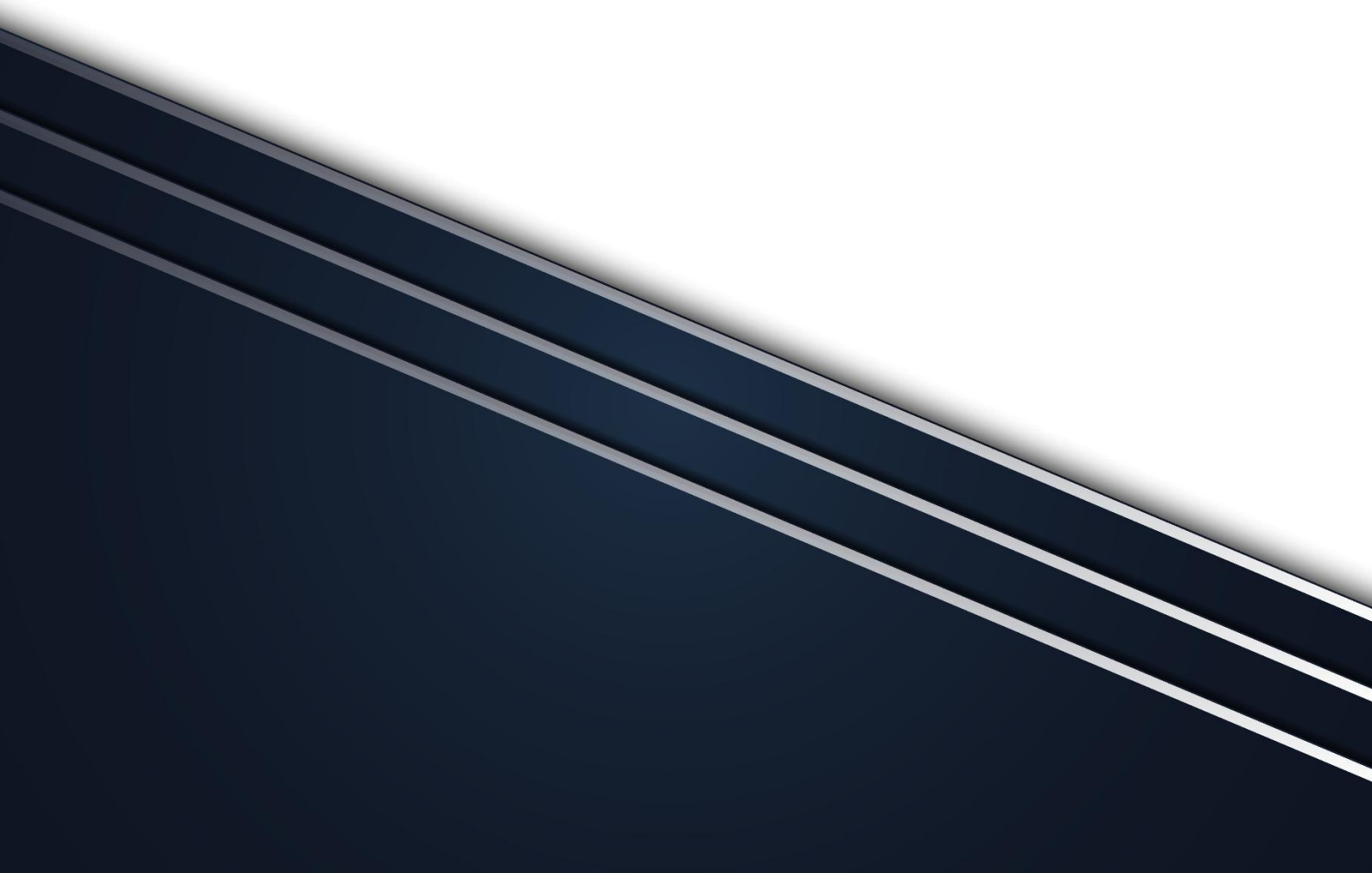
- Ensure your arguments are presented logically and coherently. Make it easy for the reader to follow your train of thought.
- Captivate your audience with compelling narratives, examples, or rhetorical devices. Sustain their interest throughout your document.
- Support your claims with evidence, reasoning, and logical progression. Persuade your audience through the strength of your arguments.
- Write with grammatical accuracy and syntactical proficiency. Craft sentences that are clear, concise, and free from errors.
- Pay attention to standard spelling and punctuation conventions. Maintain consistency in punctuation, capitalisation, and spelling throughout your document.
- Ensure a harmonious flow of language that enhances readability and professional presentation. Maintain consistency in style and tone throughout your writing.

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 nine (9) months at the time of nomination.
 - Must be a current employee of an SCA (NZ) Strata Management Member and the Corporate must hold membership in SCA (NZ) for at least two (2) years at time of nomination.
 - Must NOT have a Code of Conduct complaint upheld against them over the last two (2) years at time of nomination.
 - Entrants must be available for an online interview at a time specified by SCA (NZ).
 - 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 one (1) page each (in addition to maximum word count). Testimonials are to include referee contact details, signature and be dated within the current awards season period. 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 2025/26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.
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TERMS & CONDITIONS OF ENTRY

- To enter the SCA (NZ) 2025 Strata Community Excellence Awards 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.
- A 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 individuals with a substantial presence in NZ, or projects that have been substantially undertaken within NZ.
- Entrants can complete their own submission using the prescribed entry form.
- To nominate a peer, nominators are able to complete the Peer Nomination online form, and SCA will invite the nominee to make a submission. For individual nominations, you may complete the full written submission on their behalf, which may include an employer nominating a key member of their team. The nominee must attend the interview stage should they qualify as a finalist. By lodging your submission, you agree to be bound by the Terms and Conditions of entry.
- Your entry must be submitted by 11.59pm on the closing date Wednesday 15 October 2025. The SCA Awards organisers accept no responsibility for unreceived, late or incomplete entries as a result of a technical problem. SCA (NZ) 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 (NZ) reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
- SCA (NZ) and SCA reserves the right to withdraw a nominee or finalist from the Awards, if it is deemed in the best interest of the sector.
- 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 (NZ). 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 Australasia.
- Judges are required to sign a confidentiality agreement and disclose any conflict of interest.
- The judges' decision is final and is 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 (NZ) 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 SCA (NZ) 2025 Strata Community Excellence Awards on Thursday 27 November 2025.
 - Promotional materials can't be added as support documents of the nominations.
 - SCA (NZ) 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, New Zealand 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.
 - Category winners are eligible to progress to the 2025/26 SCA Australasia Awards as a Category Finalist subject to meeting the SCA Australasia award entry T&Cs.
 - Should an individual category Award winner change employment after winning in their region, subject to meeting T&Cs, the entrant will be eligible as a finalist in the SCA Australasia Awards. As the accomplishments were achieved and submitted at the time of nomination, all marketing will recognise former employer.
 - For more information contact nominations@strata.community
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SCA (NZ) winners progress to the 2025/26 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 2025