

SCA Australasia Statement Monday 25 March 2024 Alisha Fisher, CEO SCA Australasia

SCA Australasia today coordinated a meeting of the SCA National Council, which includes representation from each state and territory SCA body.

We have listened to the concerns that have been raised over the past few days from within the sector and externally.

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

To underline our commitment to these goals, SCA Australasia, with endorsement from the SCA National Council, has resolved to take the following actions:

- Fast-tracking the date for the mandatory requirement for SCA members to implement SCA's Best Practice Insurance Disclosure Guide from 1 January 2025 to 30 June 2024, with full enforceability under the SCA complaints and conduct panel.
- Appointing an independent Chair for the SCA Australasia complaints and conduct panel.
- Allocating additional resources and improved accessibility to the SCA Australasia complaints process.
- Commencing the production of a rigorous best practice guideline that clearly addresses conflicts of interest in the strata sector and other disclosures, outside of insurance.
- Offering additional support for SCA member businesses to have access to appropriate resources, advice and training to improve practice where identified.
- Supporting the independent review SCA (NSW) will be conducting.

SCA has already undertaken a significant amount of work to improve best practice disclosure in relation to insurance in the sector, having worked over the last 12 months with independent expert John Trowbridge in accordance with the recommendations of his report.

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

SCA will be meeting with consumer, industry, government and regulatory stakeholders over the coming weeks and welcome suggestions to improve practices within the industry.

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

ENDS

About Strata Community Association (SCA)

[Strata Community Association \(SCA\)](#) is the peak industry body for Body Corporate and Community Title Management (also referred to as Strata Management, Strata Title, or Owners Corporations Management) in Australia and New Zealand.

Our 5,000 individual and corporate members include strata/body corporate managers, support staff, owners' representatives and suppliers of products and services to the industry. SCA proudly fulfils the dual roles of a professional institute and consumer advocate.

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

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