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SCA (Vic) is a membership organisation which provides a forum for improved standards and education in the industry. It is not a regulatory or legal authority. SCA (Vic) is unable to offer personalised responses to the wide range of enquiries that arise within this complex industry. However, we have compiled a list of valuable resources that may help address common questions or concerns.

In the strata sector, it is common to encounter issues that others have already faced. These websites provide expert guidance on a variety of topics, offering reliable solutions for your specific needs.

### **Strata Community Association Victoria**

<https://www.vic.strata.community/>

SCA (Vic) is the leading member-based association for the Victorian Owners Corporation industry. Our website offers a wealth of information, including a directory of registered members, educational modules, career resources, and comprehensive details about owners corporations. Additional resources, such as Best Practice Guidelines, are exclusively accessible to our members.

### **Inside Strata**

<https://inside.strata.community/>

Inside Strata, provided by SCA, is an information portal and newsletter designed to keep you informed. The site offers advanced search features, enabling users to efficiently filter content by region, category, and keyword.

### **Consumer Affairs Victoria – Owners Corporations**

<https://www.consumer.vic.gov.au/housing/owners-corporations>

Consumer Affairs Victoria (CAV) is a government agency dedicated to safeguarding consumer interests. It serves as a comprehensive resource for all matters related to owners corporations, offering access to essential information such as legislation, forms, rules, and guidance on dispute resolution.

### **Contact Consumer Affairs Victoria (CAV)**

<https://www.consumer.vic.gov.au/contact-us>

Phone: 1300 55 81 81

### **General information for Owners Corporations**

<https://www.consumer.vic.gov.au/housing/owners-corporations>

## Dispute Resolution in Owners Corporations

<https://www.consumer.vic.gov.au/housing/owners-corporations/complaint-handling-and-resolving-disputes>

Including downloadable forms:

- Complaint
- Notice to rectify breach
- Final notice to rectify breach

## Complaint by Owners Corporation

If the complaint is by the Owners Corporation against a Lot Owner, Tenant or Manager, the next step is to apply for a hearing at VCAT.

For more information:

<https://www.vcat.vic.gov.au/case-types/owners-corporations/apply-owners-corporations>

## Complaint by Lot Owner, Tenant or Manager

If the complaint is by a Lot Owner, Tenant or Manager, the next step is to contact the Disputes Settlement Centre of Victoria (DSCV).

For more information:

<https://www.disputes.vic.gov.au/about-us/contact-us>

## Complaint against an SCA Member

Breaching the SCA (Vic) Code of Professional Conduct

may result in the complaint being investigated by industry peers and a loss of reputation and business.

If you wish to bring a complaint against an SCA Member (Strata Community Manager or Strata Services Member):

- Confirm that the Manager in question is a current SCA member at <https://directory.strata.community/>
- Ensure that the above steps via CAV / VCAT / DSCV are underway (retain application numbers, details etc.)
- Visit <https://www.vic.strata.community/vic-code-of-conduct>
- Download *SCA (Vic) Complaints Management Process*
- Complete online *Form to lodge a complaint with SCA (Vic)*
- The complaint will be investigated by the SCA (Vic) Board
- Findings will be released and any disciplinary action undertaken
- Disciplinary action may include undertaking training, receiving a warning, being suspended, being expelled
- Parties involved may request a review via an appeals process