

Education and fees regulations for property industry professionals

Submission

December 2025



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Executive Summary

About Strata Community Association Victoria

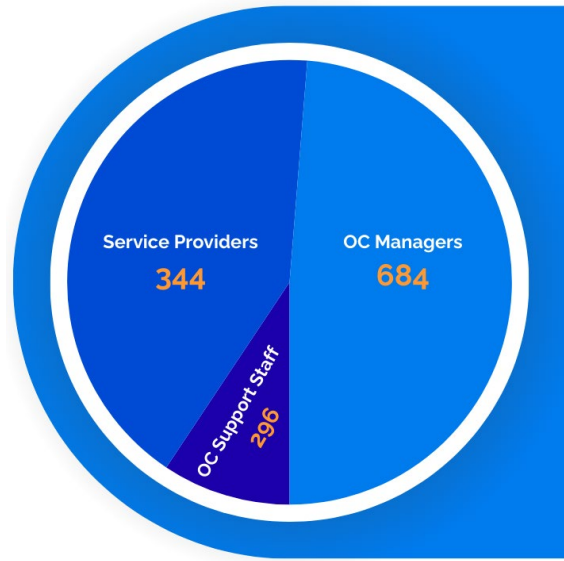
Strata Community Association Victoria (SCA (Vic)) is the peak industry body supporting Victoria's professional strata management and service provider sector. Established in 1990 as the successor to Owners Corporations Victoria (OCV) and the Institute of Body Corporate Managers Victoria (IBCMV), SCA (Vic) has a long history of advancing professionalism and accountability in the sector.

Our **246 strata management companies**, **110 service provider companies**, and more than **1,300 individual members** oversee, advise, and manage Owners Corporation committees across Victoria. Collectively, they manage in excess of **500,000 lots** - likely more than half of all professionally managed lots in the state.

Membership by Company



Membership by Individuals



Key figures snapshot*

Strata is now a cornerstone of Victoria's housing mix. More than **1.27 million** Victorians - around 18% of the population - live in strata-titled dwellings, including over 500,000 apartment residents and 770,000 residents in townhouses, villas, and other strata developments.

Victoria has approximately 128,896 strata schemes comprising more than 1,044,400 lots, with a total insured property value of \$471 billion. Just over half (55%) of apartment households are owner-occupied. As Victoria grows, strata living will expand exponentially, making it central to meeting housing affordability and density targets.

Key Figures Snapshot - Victoria's Strata Sector



* Data obtained from [2024 Australia Strata Insights Analysis](#)

Complexity of Strata

Victorian Owners Corporation Managers (strata managers) comprise both individual persons or corporations that are registered with Business Licensing Authority (BLA) who perform an exceptionally complex role that combines legal compliance, financial stewardship, building maintenance, safety, and people management across a sector of enormous scale and value.

For example, SCA (Vic) has 246 registered corporate owners corporation management companies across small (under 1200 and 1-2 full time staff), medium (1200-6500 lots and 8-10 full time staff) and large business sizes (over 6500 lots and in excess of 20 staff).

They are required to interpret and apply a demanding legislative framework, administer budgets and insurance, coordinate essential services, and manage risks for diverse properties - all while responding to the needs of more than 1.27 million strata residents. Their role requires not only technical expertise but also strong interpersonal and conflict-resolution skills, as they often mediate disputes and resolve issues in high-pressure, emotionally charged situations.

Despite these challenges, strata managers and their employee strata managers deliver an outstanding service that safeguards residents' most significant financial asset - their home - while ensuring properties remain safe, compliant, and financially sustainable. Their professionalism underpins the success of strata living and directly supports housing affordability, urban liveability, and community wellbeing. Recognising their contribution is essential as government and industry collaborate to strengthen the *Owners Corporations Act* and prepare for the continued growth of strata living, the added complexity of buildings and their technology and increasing legislative obligations in Victoria.

Introduction & Position

SCA (Vic) is dedicated to raising professional standards and strengthening the strata sector and over many years has been advocating for minimum and ongoing education requirements for strata managers in Victoria. We therefore strongly support and advocate the government's intent to introduce mandatory and minimum educational requirements for strata managers.

Via this submission we will be commenting on the proposed regulations that set out mandatory training and ongoing education requirements and associated fees for OIECs of registered strata managers in Victoria, as well as on the minimum educational requirements for all individuals performing strata duties in the event of further legislative amendments in the near future.

The *Consumer and Planning Legislation Amendment (Housing Statement Reform) Act 2025*, passed by the Victorian Parliament in March 2025, enables mandatory training and ongoing education to be prescribed **only** for the Officer in Effective Control (OIEC) of a corporate owners corporation management business, or for an individual registering as a business.

However, the current legislation **does not** provide for mandatory training and ongoing education to be applied to all individuals performing strata management duties. While it appears that the intention may have been to lift industry-wide standards, the current drafting falls short of delivering this outcome.

As a result, most practising strata managers employed by the corporate owners corporation management company remain outside the scope of any compulsory education framework. This gap limits the ability to improve professionalism, protect consumers, and ensure consistent, high-quality service across the sector.

RECOMMENDATION 1:

That further legislative amendment be made to ensure that mandatory training and ongoing education apply to *all* individuals performing strata management duties.

SCA (Vic) strongly supports the introduction of minimum education requirements and continuous professional development **for all Officers in Effective Control (OIECs) and all strata managers BLA registered and with further legislative amendments to include that mandatory training and ongoing education apply to all individuals performing strata management duties.** These standards should be designed to raise skills, professionalism and consumer protection across the sector without creating unfair barriers for those wanting to enter the strata workforce.

We have no doubt that clear, mandatory education and training requirements will lift the overall quality of service provided by registered corporate owners corporation management companies and registered strata managers. Better-trained professionals lead to better informed clients, improved communication as well as fairer outcomes for committees and lot owners.

Stronger education standards also help protect consumers, build trust in the industry, and support more consistent and reliable management of owners corporations across Victoria. SCA (Vic) has already established a well-designed training framework and believe the Government's initiative will work with us to strengthen the sector, support new entrants, and deliver greater benefits to consumers.

This Government initiative is a valuable first step towards a broader awareness of the sector's significance and recognition of strata managers as professionals. Complementary to this will be education of the consumers, to equip them to make better decisions. After all, it's not the strata manager who makes the decision to maintain or not to maintain the common property. The strata manager advises on maintenance obligations, provides recommendations and in turn, acts upon the instruction of the owners corporation.

Initial Education Requirements

The draft regulations propose any of the 5 units of the core units of competency that are included in the CPP40521 Certificate IV in Strata Community Management. Noting that these requirements are only prescribed for the OIEC, please be aware that this individual's responsibility is to administer the owners corporation management business and may not be a performing duties of a strata manager.

As this individual may be an owner or director, we therefore believe the more appropriate education requirement for this individual is the seven core units of the [CPP51122 Diploma of Property \(Agency Management\)](#). Completing this Diploma makes far more sense than a Certificate IV in Strata Community Management – which is significantly more appropriate for individuals performing the duties of a strata manager managing owners corporations on a daily basis.

SCA (Vic) is absolutely in favour of all individuals performing the duties of a strata manager completing 5 units of the core units of competency in the CPP40521 Certificate IV in Strata Community Management by a future date determined by legislative amendment.

SCA (Vic) will work to accommo has no objection to the transitional timing of education requirements.

A summary of the Diploma of Property (Agency Management) core units benefits are:

CPPREP5001 – Manage compliance in the property industry

- Reduces legal and financial risk by ensuring the business meets all regulatory requirements.
- Builds trust with clients and regulators through consistent, compliant practices.
- Helps avoid penalties, disputes, and reputational damage.

CPPREP5002 – Establish and monitor property industry trust account management practices

- Ensures proper handling of client money, protecting both the business and consumers.
- Strengthens financial controls, reducing the risk of errors or fraud.
- Improves confidence from auditors, insurers, and owners corporations.

CPPREP5003 – Manage ethical practice in the property industry

- Creates a culture of integrity and professionalism across the business.
- Reduces complaints and conflict by embedding ethical decision-making.
- Enhances the brand's reputation and helps attract and retain clients.

CPPREP5004 – Manage a safe workplace in the property industry

- Supports a safe environment for staff, contractors, and clients.
- Reduces workplace injuries, downtime, and insurance claims.
- Shows leadership and care, improving staff morale and productivity.

CPPREP5005 – Manage teams in the property industry

- Builds strong team performance and better staff engagement.
- Improves communication, delegation, and productivity.
- Helps retain quality staff, lowering turnover costs.

CPPREP5006 – Manage operational finances in the property industry

- Strengthens financial planning, budgeting, and cashflow management.
- Supports informed decision-making for growth and stability.
- Increases profitability by ensuring the business uses resources wisely.

CPPREP5007 – Develop a strategic business plan in the property industry

- Gives business owners a clear roadmap for growth, improvement, and long-term success.
- Aligns goals, resources, and staff efforts around shared priorities.
- Helps the business remain competitive, focused, and prepared

RECOMMENDATION 2:

That the prescribed course (for OIEC) consist of the 7 core units of the CPP51122 Diploma of Property (Agency Management) – not any 5 units of the CPP40521 Certificate IV in Strata Community Management

RECOMMENDATION 3:

That following legislative amendment, the prescribed course for all individuals performing the duties of strata management is any 5 core units of the CPP40521 Certificate IV in Strata Community Management

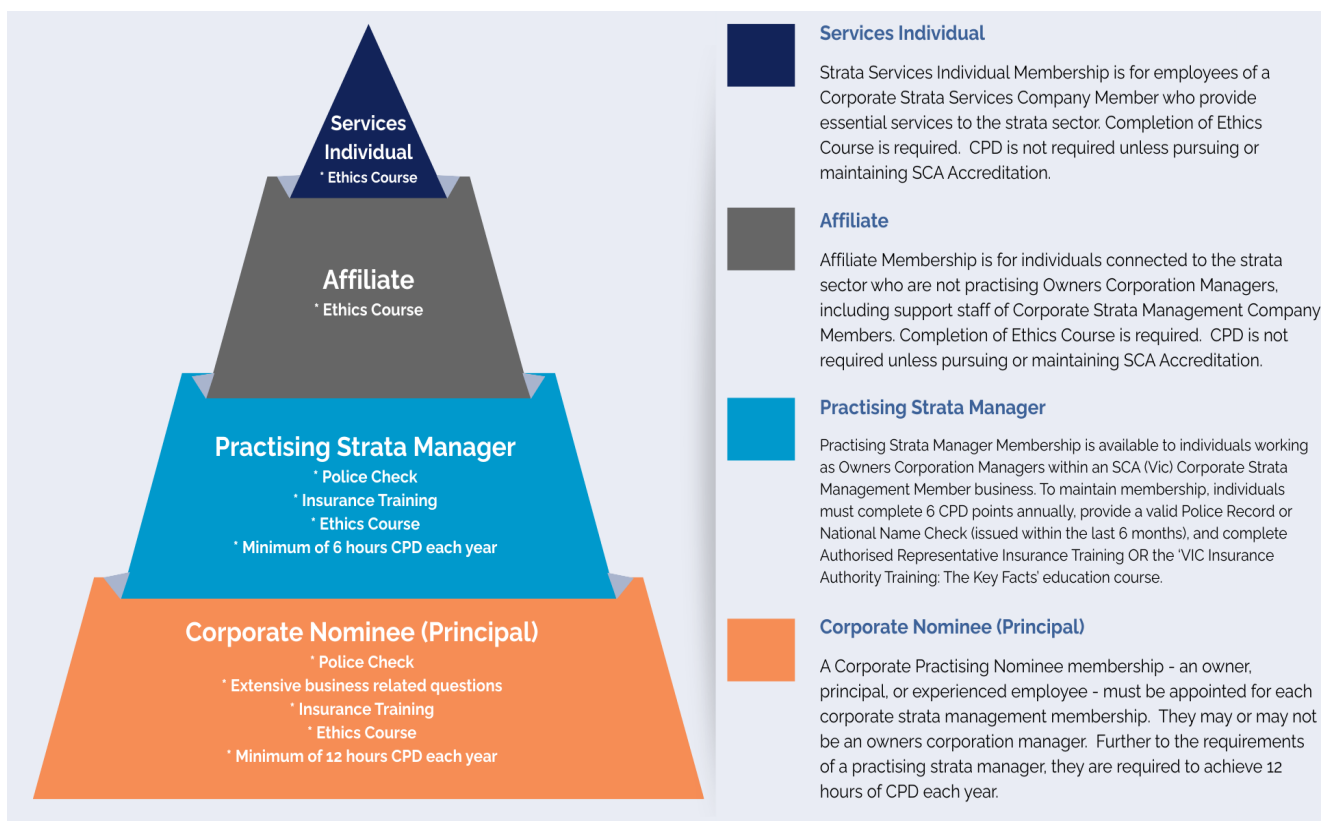
SCA (Vic) Membership - Current Education Requirements

To support our members, we provide targeted education programs and exclusive access to practical resources. Members also benefit from regular updates on legislative and regulatory changes, along with clear, practical guidance on how to navigate emerging industry challenges.

As you will see below, SCA (Vic) already has a comprehensive framework for education requirements, ensuring members are well equipped to achieve regulated CPD requirements.

Categories and Requirements

SCA (Vic) has robust membership and education requirements in place for all individual members. Where these requirements are not met, SCA (Vic) does not hesitate to suspend or terminate membership. As a result, members are already operating within a framework that requires ongoing professional development and accountability. We acknowledge that the proposed regulations adopt an activity-based approach rather than hourly reporting. SCA (Vic) sees no concern with the proposed requirement of five CPD activities with a minimum of one hour each for the Officer in Effective Control, which is comparable to the role of a Corporate Nominee. Further, should legislative amendments extend CPD obligations to all individual strata managers, SCA (Vic) would also support a consistent CPD requirement across all managers within a business.



Our aim is to increase benefits to consumers when their community is managed by a professional SCA (Vic) member. Committees and lot owners gain peace of mind knowing their manager is bound by strict ethical standards, kept up to date through ongoing CPD and accredited training, and supported with exclusive resources that ensure compliance and best practice. This means decisions are clearer, risks are reduced, and the community enjoys professional, transparent, and future-focused management.

Ethics

Every member is bound by the [SCA Code of Ethics](#) and Best Practice Guidelines, and must complete a compulsory online **Ethics module**. This year, we enhanced this module to be more comprehensive, now offering a micro-credential that ensures each member demonstrates the highest level of professionalism. Completion of this course is required by both strata management and strata services individual members. There are separate ethics modules for strata management individuals and strata services individuals.

Continuing Professional Development (CPD)

SCA (Vic) members must keep their knowledge and skills up to date in three key areas: technical competence, management, and professional and ethical standards. These skills can be strengthened through different education pathways that fit within SCA (Vic)'s professional learning framework. This helps members stay confident, capable, and informed in their daily work.

To support this, SCA (Vic) has set mandatory CPD areas, each with required CPD hours. The three areas are **Technical Knowledge**, which covers core strata topics; **Management and Professional Skills**, which help managers work effectively and support teams; and **Professional and Ethical Standards**, which guide members to act in the public interest and uphold the professionalism and value of the strata industry.

Competency Area 1

Technical Knowledge (minimum of 2 CPD hours)

- Financial reporting
- Strata legislation and law
- Business strategy
- Record and data management plans, drawings and specifications
- Maintenance and repairs
- Meetings requirements
- Enforcement of By-Laws/Rules
- Insurance and valuations
- Sustainable solutions throughout a building lifecycle
- Contracts and procurement

Competency Area 2 (minimum of 1 CPD hour)

Management and Professional Skills

- Interpersonal and communication skills
- Personal development skills
- Practice management, negotiation and leadership skills
- Conflict management
- Cyber security and technology
- Problem solving and decision-making
- Mental health training
- Productivity and business processes
- Corporate Social Responsibility

Competency Area 3 (minimum of 1 CPD hour)

Professional and Ethical Standards

- Knowledge and application of all relevant SCA Vic Standards, Guidance and Policies
- Knowledge and application of SCA Code of Ethics, or Codes of Professional Conduct required pursuant to a statutory regulation

External CPD

Members have flexibility in choosing their CPD activities, including the option to complete up to half of their CPD hours with training providers other than SCA (Vic). When members complete external training, they must submit the activity for assessment and show how it helped them maintain the right skills or develop new ones. This includes providing a brief outline of the content and learning outcomes, the length of the activity, and evidence of attendance.

Accreditation

A voluntary accreditation program is offered to all members and once achieved post nominals are awarded. The three categories offered are:

- **Strata Manager Accreditation (4 levels)**

Level 1 - Accredited Strata Community Manager (ASCM)

Requirements: minimum 1 year membership, completion of A100 Course, 4 units of Certificate IV in Strata Community Management, be practicing as a strata manager for at least 1 year, achieved minimum 12 CPD over previous 12 months from date of application, avoided any breaches of the SCA Code of Ethics, provided a clear current National Police Check

Level 2 - Certified Strata Community Manager (CSCM)

Requirements: minimum 2 years membership, completion of A100 course, Certificate IV in Strata Community Management, Property Services (Operations) or higher level of formal education in a strata related field, be practicing as a strata manager for at least 2 years, achieved minimum 24 CPD points over previous 24 months from date of application, avoided any breaches of the SCA Code of Ethics, provided a clear current National Police Check

Level 3 - Fellow Strata Community Manager (FSCM)

Requirements: hold Level 2 (CSCM) for at least 1 year, minimum 5 years membership, be practicing as a strata manager for at least 5 years, achieved minimum 12 CPD points over previous 12 months from date of application, completed a minimum of 30 SCA Volunteer CPD point or hold a qualification equivalent to a Diploma or higher in a strata related discipline and completed a minimum of 15 SCA volunteer points, avoid any breaches of the SCA Code of Ethics

Level 4 - Honorary Fellow Strata Community Manager (HFSCM)

Requirements: hold Level 3 (FSCM), be awarded Honorary (Life) Membership, avoid any breaches of the SCA Code of Ethics and remain actively engaged in the management of strata communities

- **Operational Staff Accreditation (4 levels)**

Level 1 – Accredited Strata Community Associate (ASCA)

Requirements: minimum 1 year membership, A100 Course or fast track assessment, 4 units of the Certificate IV in Strata Community Management, be working in a Strata Management Firm for at least 1 year, achieve 12 CPD points over the previous 12 months from date of application, avoid breaches of the SCA Code of Ethics, provide a clear current National Police Check

Level 2 – Certified Strata Community Executive (CSCE)

Requirements: minimum 2 years membership, A100 Course or fast track assessment, Certificate IV in Strata Community Management, Property Services (Operations) or higher level of formal education in a strata related field, be working in a Strata Management Firm for at least 2 years, achieve 24 CPD points over the previous 24 months from date of application, avoid breaches of the SCA Code of Ethics, provide a clear current National Police Check

Level 3 – Fellow Strata Community Executive (FSCE)

Requirements: hold Level 2 (CSCE) for at least one year, minimum 5 years membership, be working in a Strata Management Firm for at least 5 years, achieve 12 CPD points over the previous 12 months from date of application, completed a minimum of 30 SCA Volunteer CPD points or hold a qualification equivalent to a Diploma or higher in a strata related discipline and have completed a minimum of 15 SCA Volunteer CPD points, avoid breaches of the SCA Code of Ethics

Level 4 – Honorary Fellow Strata Community Executive (HFSCE)

Requirements: hold Level 3 (FSCE), be awarded Honorary (Life) Membership, avoid breaches of the SCA Code of Ethics and remain actively engaged in the operations of strata communities in any capacity

- **Service Supplier Accreditation (3 levels)**

Level 1 – Accredited Strata Service Provider (ASSP)

Requirements: minimum 1 year membership, be working as a Strata Service Provider for at least 1 year, achieve 6 CPD points over the previous 12 months from date of application, avoid breaches of the SCA Code of Ethics, provide a clear current National Police Check

Level 2 – Fellow Strata Service Provider (FSSP)

Requirements: minimum 5 years membership, hold Level 1 (ASSP) for at least 1 year, be working as a Strata Service Provider for at least 5 years, achieve 6 CPD points over the previous 12 months from date of application, complete a minimum of 30 SCA Volunteer CPD, avoid breaches of the SCA Code of Ethics

Level 3 – Honorary Fellow Strata Service Provider (HFSSP)

Requirements: hold Level 2 (FSSP), be awarded Honorary (Life) Membership, avoid breaches of the SCA Code of Ethics, remain working as a Strata Service Provider in any capacity relevant to the profession

Maintaining Accreditation

To maintain accreditation, the minimum amount of 12 CPD points must be achieved each financial year, comply with the SCA Code of Ethics, maintain SCA (Vic) membership and provide a National Police Check every three years.

Strata Management Practice Standard

SCA (Vic) also offers a voluntary business certification - [Strata Management Practice Standard \(SMPS\)](#) - which is a framework that sets minimum operational, ethical, and professional requirements for strata management businesses. It guides businesses to document their processes, comply with legislation, and maintain a cycle of continual improvement through regular reviews and independent audits.

This is aligned to the position of recognizing an OIEC, that takes on this responsibility and holds all employees accountable to the standards set. It aims to enhance the level of service delivery to the consumer.

Key features of the SMPS include:

- A mandatory Practice Manual outlining all core procedures, kept current and independently audited each year

- Strong governance requirements covering reporting, financial management, conflict-of-interest processes, insurance, record-keeping, and handover protocols.
- Mandatory compliance with the SCA Code of Conduct and alignment with relevant legislation.
- Professional standards for staff, including induction, ongoing training, CPD, and accreditation pathways.

The SMPS lifts the professionalism of the industry by mandating accreditation requirements for staff, adherence to the SCA Code of Conduct, and detailed policies for staff training, performance management, privacy, technology, mental health, wellbeing, and workplace safety. These expectations ensure strata managers operate with high levels of competence, ethical awareness, and customer service, improving public trust in the sector.

Continuing Professional Development Requirements

Content

The draft regulations propose that the OIEC complete at least five (5) continuing professional development activities in each 12 month period between 1 April in a calendar year and 31 March in the subsequent calendar year with the professional development activity having to involve:

- direct instruction from the CPD provider
- at least one hour of instruction
- be relevant to the occupation of a strata manager or OIEC and
- include development of skills or knowledge that improve outcomes for consumers or compliance with legislative or regulatory requirements

Additionally, at least 2 continuing professional development activities must be mandatory activities in Schedule 1, namely activities that relate to the following topics:

1. Source and extract information from strata plans
2. Access and interpret legislation in strata community management
3. Implement strata community management agreement
4. Develop and monitor maintenance strategies that contribute to asset life cycle
5. Coordinate repair and maintenance of strata community property and facilities
6. Facilitate strata community meetings
7. Implement procurement processes in strata community management
8. Manage conflicts and disputes in strata community management
9. Administer insurance for strata communities
10. Coordinate preparation of strata community budgets
11. Facilitate operation of strata community committees

In line with our previous comments and recommendations, these topics are unlikely to be relevant for Officers in Effective Control who are directors or owners of a business and who do not personally perform the duties of a strata manager. The topics are, however, highly relevant to individuals performing strata management duties and could be expanded to align with SCA (Vic)'s existing mandated education areas (refer pages 10-11). SCA (Vic) is comfortable with the requirement for five CPD activities for the Officer in Effective Control.

Topics relevant to the role of the OIEC could include:

- Mitigating risk and managing psychosocial hazards in the workplace
- Regulatory changes
- Contracts and contracting
- Procurement
- Managing funds in trust
- Ethical practices

RECOMMENDATION 4:

That the continuing professional development be aligned with topics relevant to the CPP51122 Diploma of Property (Agency Management) – not with the duties of performed by a strata manager.

RECOMMENDATION 5:

That following legislative amendment that prescribes continuing professional development for those performing the duties of a strata manager, Schedule 1 be applicable – with consideration of aligning with SCA (Vic) mandated topics.

CPD Completion Timing

The draft regulations propose that the Officer in Effective Control complete at least five continuing professional development activities during each 12-month period from 1 April to 31 March. SCA (Vic) considers that aligning the CPD period with the financial year would be more practical, as this is the cycle with which SCA (Vic) members are already familiar. Given that a significant proportion of practising strata managers are members of SCA (Vic), alignment with existing membership requirements and business renewal cycles would reduce administrative complexity and improve compliance. SCA (Vic) has no objection to the CPD framework commencing on 1 July 2027. This also aligns with BLA registration/renewal.

RECOMMENDATION 6:

That the development activities be completed between 1 July in a calendar year and 30 June in the subsequent calendar year.

Continuing Professional Development Providers

SCA (Vic) welcomes being recognised as a continuing professional development provider and remains committed to delivering high-quality education for strata professionals. Education and professional standards are a core priority for the Association. As SCA operates within a federated model, we note for clarity that the correct legal entity to be referenced in the *Regulations* is **Strata Community Association Victoria Incorporated**, which is a separate entity from **Strata Community Australasia Ltd**.

SCA (Vic) has no concerns with complying with ***Division 2 – Requirements for continuing professional development providers*** in the draft regulations and looks forward to continuing to contribute to the professionalism and capability of the strata sector.

We also note that a separate entity is expected to be established in 2026 to operate as a registered training organisation, to be hosted by Strata Community Australasia Ltd. An application has been submitted and approval is currently pending. This will introduce an additional provider delivering formal education and training within the sector.

RECOMMENDATION 7:

That amendment be made to draft regulations *Section 3 Definitions* - Strata Community Association Ltd be amended to Strata Community Association Victoria Incorporated.

Associated Fees

The introduction of mandatory qualifications for OEICs represents a significant shift for the sector. To a far lesser extent, for SCA (Vic) members, continuous professional development costs are already part of their business model.

As this is a new regulatory requirement, the upfront and ongoing costs of Certificate or Diploma qualifications will necessarily be borne by management companies. These education expenses are not incidental; they require both tuition fees and dedicated staff time to complete, which together create a meaningful cost impact for businesses of all sizes.

Owners corporation management companies have only one revenue source: the fees paid by owners corporations. As a result, any new regulatory costs introduced into the system can only be absorbed in two ways - either incorporated into management fees or drawn from existing profit margins.

While some businesses may initially absorb these costs, it is reasonable to expect that a portion will ultimately need to be reflected in management fee structures to remain commercially sustainable – particularly for small businesses. This assessment is consistent with the Regulatory Impact Statement, which notes that education costs are predominantly borne by industry.

At the same time, it is important to recognise the broader value proposition of formal qualifications and mandated education. Higher professional standards, improved technical competency, and increased consistency across the industry are all likely to generate operational efficiencies over time. Better-trained managers may reduce errors, improve compliance, streamline processes, and decrease the volume of disputes requiring escalation. These improvements can help offset a portion of the compliance burden by enhancing productivity and reducing avoidable costs across the system.

Accordingly, while there will be a financial impact associated with implementing these requirements, it is important that fees be kept as low as possible so these reforms do not place additional cost burdens on consumers. With reasonable transition periods, clear guidance, and a focus on high-quality, practical training, the new education framework can still lift the performance and professionalism of the industry without creating unnecessary financial pressure for owners corporations, residents, and the broader housing system.

RECOMMENDATION 8:

That registration fees be kept as low as reasonably possible to avoid placing additional financial pressure on owners corporation management businesses and to minimise the flow-through of costs to owners corporations.

Recommendations Table

The following table collates the recommendations contained within this submission, providing a consolidated overview:

No.	Issue	Recommendation
1	Application of mandatory training	That further legislative amendment be made to ensure that mandatory training and ongoing education apply to <i>all</i> individuals performing strata management duties
2	Prescribed course for OIEC	That the prescribed course (for OIEC) consist of the 7 core units of the CPP51122 Diploma of Property (Agency Management) – not any 5 units of the CPP40521 Certificate IV in Strata Community Management
3	Prescribed course for individual strata managers	That following legislative amendment, the prescribed course for all individuals performing the duties of strata management is any 5 core units of the CPP40521 Certificate IV in Strata Community Management
4	Alignment of CPD topics	That the continuing professional development be aligned with topics relevant to the CPP51122 Diploma of Property (Agency Management) – not with the duties of performed by a strata manager
5	CPD for Strata Managers	That following legislative amendment that prescribes continuing professional development for those performing the duties of a strata manager, Schedule 1 be applicable – with consideration of aligning with SCA (Vic) mandated topics
6	CPD Reporting Period	That the development activities be completed between 1 July in a calendar year and 30 June in the subsequent calendar year
7	Definitions in Draft Regulations	That amendment be made to draft regulations <i>Section 3 Definitions</i> - Strata Community Association Ltd be amended to Strata Community Association Victoria Incorporated
8	Registration Fees	That registration fees be kept as low as reasonably possible to avoid placing additional financial pressure on owners corporation management businesses and to minimise the flow-through of costs to owners corporations

Strata Community Association Victoria Incorporated



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