

BENEFITS OF SCA (VIC) MEMBERSHIP

Prepared by: **SCA (Vic)**
Date of Issue: **3 September 2026**
Version Number: **2**

SCA (Vic) Disclaimer

This guide provides general information to support practical understanding of the topic in a strata context. It is not legal advice and does not replace the need for independent expert advice where appropriate.

While care has been taken in preparing this material, no warranty is given as to its accuracy, completeness or suitability, and SCA (Vic) accepts no liability arising from its use.

© SCA (Vic). Unauthorised reproduction, in whole or in part, is prohibited.

1. Overview

What this guide covers

This guide explains:

- the role and value of professional strata management
- the role of Strata Community Association (Vic) (SCA (Vic)) as the peak body for the Victorian strata sector
- the benefits of SCA (Vic) membership
- how professional standards, education and advocacy support better outcomes for strata communities

Why it matters to owners corporations

Owners corporations are responsible for increasingly complex buildings, compliance obligations, financial management and community relationships.

Professional strata management helps support:

- compliance and governance
- financial management
- maintenance coordination
- communication and administration
- long-term asset planning
- risk management

The knowledge, education and professionalism of a strata manager can have a significant impact on the effective operation and wellbeing of a strata community.

Where it commonly applies

- apartment buildings
- townhouse developments
- mixed-use developments
- residential owners corporations
- commercial and industrial strata properties

Who should read this

- Owners Corporation Committees
- Lot Owners
- Strata Managers
- Developers
- Building Managers
- Prospective strata professionals

Scope of this Guide

This guide focuses on the role of professional strata management and the benefits of SCA (Vic) membership in a Victorian strata context. It is intended as a practical industry resource and does not provide legal advice.

2. Legislative Framework

Relevant Victorian Legislation

- Owners Corporations Act 2006 (Vic)
- Owners Corporations Regulations 2018 (Vic)
- Estate Agents Act 1980 (Vic)
- relevant Victorian consumer protection legislation

Key Professional & Governance Expectations

Strata Managers may assist Owners Corporations with:

- governance and administration
- meetings and records
- budgeting and financial processes
- insurance coordination
- maintenance coordination
- legislative and compliance processes
- communication with stakeholders

Importantly:

- Strata Managers generally act on instructions from the Owners Corporation
- Strata Managers are not Building Managers, Project Managers or legal advisers unless separately engaged and appropriately qualified
- many decisions remain the responsibility of the Owners Corporation or Committee
- registration as an Owners Corporation Manager is different from membership of a professional association and does not, by itself, provide the SCA professional accountability framework described below

SCA (Vic) Professional Standards and Accountability

SCA (Vic) membership provides an additional professional framework that does not apply to Strata Managers who are not SCA members.

SCA (Vic) members are expected to meet requirements and standards relating to:

- ethical and professional conduct
- ongoing education and professional development

Members are also subject to the *SCA Code of Ethics and Complaints Management Process*.

The Code establishes principles and standards of professional conduct expected of SCA members. The Complaints Management Process provides a mechanism for raising and addressing eligible concerns about the professional conduct of SCA (Vic) members.

This provides:

- defined expectations of professional conduct
- an additional level of professional accountability
- a process for eligible concerns about member conduct to be considered
- additional checks and balances associated specifically with SCA membership

A Strata Manager who is not an SCA member is not subject to *SCA's Code of Ethics or Complaints Management Process*. This distinction is an important consideration for Owners Corporations when assessing the professional frameworks and accountability mechanisms applying to a prospective Strata Manager.

The SCA Complaints Management Process is an industry-based process and does not replace any statutory, regulatory, tribunal or legal processes that may otherwise be available.

3. Common Issues

Misunderstanding the role of strata management

Owners and residents sometimes misunderstand:

- what a strata manager does
- what decisions they can make
- the limits of their authority
- the complexity of the role

This can create unrealistic expectations and frustration.

Variability Across the Industry

Not all strata managers have the same level of:

- education
- experience
- training
- professional support
- access to industry resources and governance frameworks

This can contribute to differences in professional capability and service delivery across the sector.

Increasing regulatory complexity

Strata managers must navigate increasing complexity including:

- compliance obligations
- building safety requirements
- insurance pressures
- defects and maintenance
- financial governance
- stakeholder conflict

Ongoing education and industry support are becoming increasingly important.

Limited awareness of SCA (Vic) resources

Many owners corporations and even some industry participants are not fully aware of:

- the resources available through SCA (Vic)
- advocacy work undertaken on behalf of the sector
- education and professional development pathways
- governance tools and industry guidance available to members

4. Best Practice Approach

How SCA (Vic) Membership Supports Professional Practice

Membership Benefit	Practical Outcome
Continuing Professional Development (CPD)	Helps managers keep their knowledge current as legislation, regulation and industry practice evolve
Education and professional development	Supports ongoing development of professional knowledge and capability
Governance and Industry Guides	Provides practical guidance and resources for common governance and operational issues
Code of Ethics	Establishes recognised expectations for professional and ethical conduct
Complaints Management Process	Provides an additional industry-based mechanism for addressing eligible concerns about member conduct
Advocacy and representation	Gives members a collective industry voice on legislation, regulation and issues affecting the sector
Industry updates	Helps members remain informed about legislative, regulatory and industry developments
Networking and collaboration	Provides opportunities to learn from peers, specialists and other strata professionals
Professional recognition and accreditation	Supports recognised professional development and career pathways
Templates and member resources	Provides practical tools that can support more consistent professional practice

Prioritise professionalism and ongoing education

The strata sector is rapidly evolving.

Professional managers should remain informed regarding:

- legislative changes
- governance practices
- emerging risks
- compliance expectations
- industry trends

Ongoing CPD and education help managers maintain current knowledge and skills.

Use recognised governance frameworks

Access to consistent governance tools and industry resources helps support:

- clearer communication
- better decision-making
- operational consistency
- reduced risk exposure

Examples include:

- governance guides
- industry guides
- standardised contracts
- templates and operational resources

Participate in industry collaboration

Industry engagement supports stronger outcomes through:

- networking
- peer learning
- roundtables
- forums and events
- collaboration with service providers and specialists

Practical operational issues are often better understood through industry discussion and shared experience.

Support advocacy and representation

SCA (Vic) advocates on behalf of the Victorian strata sector regarding:

- legislative reform
- education standards
- professional recognition
- consumer protection
- industry challenges

Member engagement helps ensure advocacy priorities reflect real operational issues affecting the industry.

Promote ethical conduct and accountability

Strong professional standards support:

- consumer confidence
- industry trust
- improved professionalism
- better long-term outcomes for strata communities

5. Manager / Committee Guidance

When appointing or reviewing a strata management provider, an Owners Corporation may wish to consider not only the services offered, but also the professional framework, education, resources and industry support available to the manager and their business.

Before appointing or engaging a strata manager, consider:

- Is the manager supported by ongoing education and CPD?
- Are they part of a recognised professional body?
- Do they operate under a Code of Ethics?
- Do they have access to industry resources and guidance?
- Are they supported by current legislative and operational information?
- Does the business invest in professional development and governance systems?
- Is there access to peer support and specialist networks?

6. Frequently Asked Questions

Q. What is SCA (Vic)?

SCA (Vic) is the peak body for the Victorian strata sector and represents strata managers and strata service providers. It supports members through:

- advocacy
- education
- professional standards
- industry resources
- events and networking

Q. Why does SCA (Vic) membership matter?

Membership demonstrates commitment to:

- professionalism
- education
- ethics
- ongoing industry engagement

Members also gain access to industry resources, professional development and operational support.

Q. Are all strata managers required to undertake CPD?

Current legislative requirements differ from SCA (Vic)'s own standards and expectations. SCA (Vic) strongly supports ongoing education and professional development across the sector.

Q. Does SCA (Vic) provide legal advice?

No. SCA (Vic) does not provide legal advice or individual mediation services.

However, members may access education, industry guidance, events, networking opportunities and discussions with specialist service providers.

Q. What types of resources are available to members?

Examples include:

- governance and industry guides
- Contract of Appointment resources
- webinars and CPD training
- conferences and forums
- mentoring opportunities
- legislative updates
- operational templates and guidance

Q. How does advocacy help members?

Advocacy helps ensure industry concerns are represented in discussions regarding:

- legislation
- regulation
- education standards
- compliance challenges
- operational pressures affecting the sector

Q. What does it mean that SCA (Vic) members are subject to a Code of Ethics and Complaints Management Process?

SCA members are expected to comply with the SCA Code of Ethics, which establishes standards of professional and ethical conduct.

The SCA Complaints Management Process also provides an industry-based process for eligible complaints concerning member conduct.

These mechanisms provide an additional level of professional accountability associated with SCA membership. They do not replace regulatory, tribunal or legal processes that may otherwise be available.

Q. Can SCA (Vic) help improve consumer confidence in strata management?

Yes. Professional standards, education, ethics and industry accountability frameworks all help strengthen public confidence in the sector.

7. Emerging Issues and Future Considerations

Growing complexity of strata management

Strata management is becoming increasingly sophisticated due to:

- higher-density living
- mixed-use developments
- electrification and sustainability issues
- compliance complexity
- increasing resident expectations

Professionalisation of the industry

There is increasing focus on:

- formal education pathways
- CPD requirements
- professional standards
- ethics and accountability
- governance capability

Public perception and media scrutiny

The strata sector is receiving increasing public attention.

Professional standards, education and transparent governance processes are becoming increasingly important in maintaining trust and confidence.

Technology and innovation

Managers increasingly require capability in:

- digital communication
- building technology
- cybersecurity awareness
- online governance systems
- data management

8. Key Takeaways

- Professional strata management plays an important role in supporting effective, well-governed strata communities.
- Education, ethics and ongoing professional development help managers keep pace with changing legislative, operational and industry expectations.
- SCA (Vic) supports members through advocacy, education, professional development, industry resources, networking and professional standards.
- SCA (Vic) membership provides an additional professional framework through the Code of Ethics, Complaints Management Process and ongoing professional development.
- Strong professional standards and accountability frameworks help support consumer confidence and better industry outcomes.
- Ongoing learning, collaboration and industry engagement help strengthen the future capability of the strata profession.

9. Further Resources

- SCA (Vic) Membership Information
- SCA (Vic) Education information
- SCA Code of Ethics
- SCA Complaints Management Process
- SCA (Vic) Governance Guides
- SCA (Vic) Industry Guides

Appendices

Refer below fliers:

- Why Be an SCA (Vic) Strata Manager?
- Why Choose an SCA (Vic) Strata Manager?

WHY BE AN SCA (VIC) STRATA MANAGER?

SCA (Vic) membership supports professional growth through education, advocacy, networking, industry resources, professional standards and recognition.

Feature	SCA (Vic) Members	Non-Members
Code of Ethics & professional standards	✓ Recognised standards	✗ No formal benchmark
Complaints management framework	✓ Additional avenue for early complaint resolution via CMP	✗ Concerns may be more likely to escalate externally
Ongoing CPD & professional development	✓ Required and supported	✗ Not required
Structured education (A100, Cert IV, Diploma) & new mandatory education requirements for OIECs	✓ Clear SCA (Vic)-supported learning pathway	✗ Complex new requirements to navigate without industry guidance
Advocacy & industry representation	✓ Strong voice in government & policy	✗ Less industry influence
Networking & collaboration	✓ Strong professional community	✗ May have fewer industry connections
Mentoring & support	✓ Ongoing guidance	✗ Less support
Contract of Appointment	✓ Access to SCA (Vic)'s proven template, clear and detailed, with User Guide	✗ No standardisation
Industry resources & guidance	✓ Access to member-only tools, guides and resources	✗ Less support and guidance
Business promotion & marketing tools	✓ Increase visibility	✗ Lower profile
Career growth opportunities	✓ Accreditation, post-nominals, peak body support	✗ Fewer opportunities
Innovation & industry updates	✓ Stay ahead	✗ Harder to keep pace
Industry awards & recognition	✓ Showcase excellence	✗ Fewer recognition pathways

Strengthen Your Future. Strengthen the Industry.

Join SCA (Vic) today.

WHY CHOOSE AN SCA (VIC) STRATA MANAGER?

SCA (Vic) managers bring additional accountability, professional standards, education and support. These safeguards can make a meaningful difference to your Owners Corporation.

What This Means for You	SCA (Vic) Manager	Non-Member Manager
Professional standards	✔ Bound by SCA Code of Ethics	✘ No consistent standard
Accountability	✔ Complaints process available	✘ Limited accountability
Ongoing learning	✔ Must complete CPD annually	✘ Skills may not be current
Education & qualifications	✔ Trained through A100 and ongoing CPD. New education standards are explained. SCA provides an RTO for the Cert IV in Strata.	✘ Complex new requirements are difficult to navigate without industry guidance and support
Access to industry resources, guidance, and best practice frameworks	✔ Supported by peak body. Access to resources, Member Directory, networking and guidance.	✘ Limited support
Industry leadership & advocacy	✔ SCA (Vic) represents the industry to government and media and advocates for better outcomes	✘ No direct representation
Compliance knowledge	✔ Access to latest legislation updates & industry reports	✘ Higher risk of errors
Innovation & future readiness	✔ Access to latest industry practices	✘ May fall behind
Risk management	✔ Better informed decision-making through access to current industry knowledge and guidance	✘ Increased risk exposure
Quality of service	✔ Professional, consistent service with safeguards of Professional Standards, Code of Ethics and Complaints Management Process.	✘ Variable quality

Better supported, educated and accountable managers help support better decisions and stronger communities.

Ask if your Strata Manager is an SCA (Vic) member. It makes a difference.