

MEDIA RELEASE

27 OCTOBER 2026

TARGET MISCONDUCT, PROTECT CONSUMERS: SCA VICTORIA CALLS FOR EVIDENCE-BASED REFORM

Strata Community Association (Victoria) supports tough action against genuine misconduct in the owners corporation sector. But major reform affecting hundreds of thousands of Victorian owners and residents should be based on evidence, proper consultation and a clear understanding of how the sector operates.

The Victorian Government has announced proposed changes covering commissions and other payments to owners corporation managers, insurance broker commissions, AGM notice periods, proxy voting, voting outside meetings and the establishment of a dedicated Owners Corporations Taskforce within Consumer Affairs Victoria.

Yet these significant proposals have been announced without consultation with SCA (Vic), the peak professional body representing a significant part of the owners corporation management sector.

SCA (Vic) is particularly concerned that the broad use of the term "kickbacks" risks conflating genuine misconduct with remuneration arrangements that are transparently disclosed to and authorised by owners corporations.

Kickbacks and misconduct should be targeted. But they should not be used to characterise an entire profession.

Owners corporation managers are already subject to statutory obligations relating to honesty, disclosure of commissions and conflicts of interest. SCA (Vic) supports strong enforcement of those obligations and appropriate action against any manager who fails to meet them.

Consumer protection and professional standards should be at the centre of reform. So too should the voices of owners corporations, lot owners and the professionals responsible for implementing the legislation every day.

With the Victorian election to be held on 28 November, SCA (Vic) is calling for proposed reforms to be subjected to genuine consultation and scrutiny before detailed policy settings are settled.

Quote attributable to SCA (Vic) General Manager Susan Chandler:

"Let's be clear: where there is genuine misconduct, deal with it. SCA supports strong enforcement and strong consumer protection."

"But calling legitimate, disclosed and authorised remuneration a 'kickback' risks creating a headline rather than explaining a complex issue to Victorian consumers."

"These reforms will affect owners corporations, lot owners and the professionals who manage their communities. Yet our industry has not been consulted on these announcements."

"If we want reform that genuinely protects consumers, government needs to talk to the people affected by it and the professionals who will have to make it work."

"SCA (Vic) is ready to work constructively with whichever government Victorians elect, to strengthen consumer protection, lift professional standards and ensure genuine misconduct is identified and dealt with."

SCA (Vic) supports appropriately targeted reform, stronger enforcement and higher professional standards. It is calling for genuine consultation before further decisions are made on the detailed operation of the proposed reforms.

Media enquiries: Susan Chandler, General Manager | 0418 990 338