

Strata Community Australia (NSW)

Guidelines for creation and approval of Fact Sheets and Best Practice Guides

These guidelines have been provided to assist in the creation and publication of Fact Sheets and Best Practice Guides to be issued by Strata Community Australia (NSW).

Fact Sheets are publicly available through the SCA (NSW) website and contain information for those living and working in strata schemes in NSW. They should be easy to download and contain up-to-date information on common issues that arise in strata schemes such as the laws around property maintenance, getting insurance quotes and so on.

Best Practice Guides are available to SCA (NSW) members only and sit behind the member's login. These provide guidance on certain aspects of managing strata schemes such as filing financial reports, issuing s109 certificates and checklists for successfully running meetings.

Producing a Fact Sheet or Best Practice Guide steps:

1. **Text** - write in a simple, straightforward style, in paragraphs that are two to three sentences in length. Use simple language bearing in mind your audience's reading level, particularly for Fact Sheets, may not be at a highly technical level when it comes to understanding strata requirements.

For Best Practice Guides you are writing for peers so it's ok to use a bit of jargon but only use initialisations (HBA) once you have used the full name of the entity you're abbreviating (in this example it is the Home Building Act).

2. **Format** – please use the templates provided. These were designed to be simple to use but to have impact and to promote the SCA (NSW) brand.
3. **Review** – ensure that a subject matter expert (other than yourself) has reviewed the document. If you can't find someone then ask the relevant Chapter to assist you. A date created must be entered on the bottom of the document.
4. **Submit** – the document must be submitted to the Professional Standards Committee for final approval. If necessary the Committee will seek comment or assistance from the Strata Services Chapter, Strata Owners Chapter or Policy and Legislation Committee prior to publishing.

5. **Documents prepared by Committee or Chapter** – these must be submitted to the Professional Services Committee for final approval.
6. **Publication** – documents will be published on the website and notification provided in Around the Grounds or similar and/or the Strata Owners Chapter newsletter depending on the nature of the document.
7. **Regular document review** – both Fact Sheets and Best Practice Guides should be reviewed by the Professional Standards Committee annually at the beginning of each new year. This then enables the Committee to send those that need updating off for a refresh and to also be sure that the information SCA (NSW) provides is always accurate and timely. A date of review should be entered at the end of the document after its creation date.