COVID-19 Question Register

The following questions in this document have been asked during the Webinar. The questions and their answers can be located by referring to the *timestamps below. *Timestamp refers to the actual time this question was asked and answered during the webinar.

### Episode 25

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Question</th>
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<tbody>
<tr>
<td>0:02:02</td>
<td>What does the PSS mean for members, where we are and where we intend to go?</td>
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<tr>
<td>0:04:46</td>
<td>How will we improve professional standards in SCA?</td>
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<tr>
<td>0:09:00</td>
<td>Can you please explain the complaint management process?</td>
</tr>
<tr>
<td>0:13:42</td>
<td>Will there be 3 strikes and you’re out type of system?</td>
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<tr>
<td>0:23:28</td>
<td>Please advise the liability limit for the member of your professional strata manager program on signing legal documents by a strata manager?</td>
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<tr>
<td>0:25:30</td>
<td>Will the PSS impact our Professional Indemnity Insurance cover?</td>
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<tr>
<td>0:27:17</td>
<td>Why wouldn’t the complaint be sent to Fair Trading in the first instance, or should they go through the SCA process first?</td>
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<tr>
<td>0:31:12</td>
<td>Is the $750K limit capped for damages only or does it also include defence costs?</td>
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<tr>
<td>0:32:52</td>
<td>What is to stop complaints between strata companies being commercially motivated?</td>
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<td>0:37:24</td>
<td>With the SCA Professional Strata Manager brand that now needs protection in moving forward and standing up as a professional Industry, has there been thought on at some time in the future SCA engaging in an approval process on being able to use the &quot;Professional Strata Manager&quot; logo in the marketplace that ensures &quot;Professional Strata Managers are using compliant agreements, compliant agendas and minutes and the like with the required policies and procedure manuals etc?</td>
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<tr>
<td>0:39:01</td>
<td>What is the strata manager’s role in the handover/takeover of building management companies and the building records generated during the tenure of the outgoing building/facilities manager?</td>
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<td>0:40:35</td>
<td>How is the title &quot;Professional Strata Manager&quot; going to square with the titles of managers permitted under the PSA Act?</td>
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<td>0:42:13</td>
<td>Please explain the CPD/PSS hours under the PSS?</td>
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<td>0:44:31</td>
<td>Will SCA issue a statement (certificate) for our attendance at these sessions?</td>
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<tr>
<td>0:46:12</td>
<td>We have a lot of members who are listed as members of the PSS but don’t hold a COR of a licence and are strictly in admin roles. Are there CPD requirements for them under the PSS?</td>
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<td>0:48:28</td>
<td>When a complaint is made or lodged, is it against the management agency or the individual who is the member of the PSS?</td>
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<td>0:49:56</td>
<td>If there are systemic issues identified through the PSS, will SCA take that information and lobby for change to the act or regulations?</td>
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<td>0:52:31</td>
<td>Will this be raised at a national level?</td>
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<td>0:53:17</td>
<td>What are your thoughts on administrative support team members under the PSS?</td>
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<tr>
<td>0:54:38</td>
<td>Regarding contractors being Vaccinated, if you have a contractor that you use all the time and does not want to get the jab, are we to stop using them?</td>
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