

## 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

| Timestamp | Question   |
|-----------|--|
| 0:02:02   | What does the PSS mean for members, where we are and where we intend to go?  |
| 0:04:46   | How will we improve professional standards in SCA?   |
| 0:09:00   | Can you please explain the complaint management process?   |
| 0:13:42   | Will there be 3 strikes and you're out type of system?   |
| 0:23:28   | Please advise the liability limit for the member of your professional strata manager program on signing legal documents by a strata manager?   |
| 0:25:30   | Will the PSS impact our Professional Indemnity Insurance cover?  |
| 0:27:17   | Why wouldn't the complaint be sent to Fair Trading in the first instance, or should they go through the SCA process first?   |
| 0:31:12   | Is the \$750K limit capped for damages only or does it also include defence costs?   |
| 0:32:52   | What is to stop complaints between strata companies being commercially motivated?  |
| 0:37:24   | 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 "Professional Strata Manager" logo in the marketplace that ensures "Professional Strata Managers are using compliant agreements, compliant agendas and minutes and the like with the required policies and procedure manuals etc? |
| 0:39:01   | 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?  |
| 0:40:35   | How is the title "Professional Strata Manager" going to square with the titles of managers permitted under the PSA Act?  |
| 0:42:13   | Please explain the CPD/PSS hours under the PSS?  |
| 0:44:31   | Will SCA issue a statement (certificate) for our attendance at these sessions?   |
| 0:46:12   | 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?  |
| 0:48:28   | When a complaint is made or lodged, is it against the management agency or the individual who is the member of the PSS?  |
| 0:49:56   | If there are systemic issues identified through the PSS, will SCA take that information and lobby for change to the act or regulations?  |
| 0:52:31   | Will this be raised at a national level?   |
| 0:53:17   | What are your thoughts on administrative support team members under the PSS?   |
| 0:54:38   | 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?  |