

# Online reporting for NSW strata schemes

NSW Fair Trading

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## Communication toolkit

for stakeholders to inform their networks about the new reporting requirement

June 2022



# Purpose of this toolkit

**Recent changes to strata laws** mean owners corporations for all NSW strata schemes will soon need to report key information about their scheme each year.

This communications toolkit has been created to support you to share information with your networks about the new annual reporting requirement.

This pack contains content you can use for:

- [newsletters and websites](#)
- a [template email](#) / message that people can share with their strata scheme/s
- [social media](#)
- [FAQs](#)

For more information:

- email: [stratasystem@customerservice.nsw.gov.au](mailto:stratasystem@customerservice.nsw.gov.au)
- visit [nsw.gov.au](http://nsw.gov.au) and search 'strata'
- view details of the new reporting requirements - [Strata Schemes Management Amendment \(Information\) Regulation 2021](#)



# Background

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## The strata portal will open from 1 July 2022 to support the new strata scheme reporting regulation

We will be engaging with strata communities and industry to provide them with the educational resources and time they need to complete their first annual report.

Whether it's gathering information ready to be reported or getting to know the strata portal, strata communities will benefit from the educational and engagement approach we will be rolling out to support them.

We will first focus on individual owners corporations and small strata managing agencies, to ensure they understand their obligations and are supported. We will then focus on the larger strata managing agencies – ensuring their specific needs are met around bulk submissions and payments

To assist the state's 83,000+ schemes with the change, we will release the full functionality of the portal in three stages:

- **July:** Owners corporations will be able to register their scheme, set up their profile and access educational webinars to help them prepare for the reporting.
- **August:** Owners corporations will be able to submit all their details and pay the administration fee (\$3 per lot) to meet the reporting requirement.
- **September:** Strata managing agents will be able to submit reports for multiple schemes via a bulk upload capability and pay via BPAY.

# Online reporting for strata schemes: [web/enews copy](#)



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## Simple steps to prepare for strata reporting

New online reporting for strata schemes will make it easier for people to access key information and improve services and communication to strata communities across NSW. The strata portal will open from 1 July 2022 to support owners corporations and strata managers with the new reporting requirement.

The Department of Customer Service (DCS) will roll out the portal in stages commencing in July and will offer education and support materials to the NSW strata community. DCS will focus on smaller strata schemes first, so they understand their obligations. DCS will then focus on larger strata managing agencies to meet their needs around bulk submissions and payments.

Strata committees and strata managers can take steps now to prepare for when the portal opens:

- 1. Discuss the reporting at your next meeting:** Add 'online reporting' to the agenda of your next strata committee meeting, or upcoming owners corporation meeting (such as the AGM):
  - Who will report: Agree on who will complete the report and pay the \$3 per lot administration fee on the strata portal. The report can be done by the secretary or chairperson, or can be delegated to the strata manager.
  - Who is the emergency services contact: The emergency services contact will ideally be someone onsite who can assist organisations like Fire and Rescue NSW if they need urgent access.
- 2. Gather the information:** To simplify the reporting, some fields will pre-populated. Other information can be gathered in advance to make online reporting quick and easy. Strata schemes have until 31 December 2022 to report without penalty.

To learn more, visit [nsw.gov.au](https://nsw.gov.au) and search 'strata'.

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# Online reporting for strata schemes: email content



## Subject: New annual reporting for strata schemes

Recent changes to strata laws mean that all NSW strata schemes will soon need to complete online reporting for the first time.

In July 2022, the new strata portal will open to allow strata committee members and strata managers charged with the reporting to register onto the portal. From early August, they will be able to log in and complete the report on behalf of their schemes.

Key actions that strata committees and strata managers can take now include:

- Decide who will do the online report and submit the payment (\$3 per lot)
- Nominate who will be the emergency services contact(s) for their scheme
- Start collecting the information needed for the report.

To learn more about the reporting, visit [nsw.gov.au](https://nsw.gov.au) and search 'strata'.

New online reporting will make it easier for people to access key information and contact details. It will also improve services and communication to strata communities.

**Tip:** You can adapt this email content to share with your networks to help them raise awareness of the reporting.

If sharing this template via your eNews platform or webpage, here's some intro copy you can use:

If you own, live or work in a strata scheme, share this email about the new online reporting for strata schemes. You can adapt this template which includes key actions that schemes can take now.

# Online reporting for strata schemes: social content

## Post 1 – suggested copy

If you're on a strata committee, your scheme can take steps now to prepare for new online reporting, starting soon.

Learn more, search 'strata' at [nsw.gov.au](https://nsw.gov.au)

## Post 2 – suggested copy

New online reporting for strata schemes starts soon! If you're a strata manager, get ready to address questions and help your strata schemes prepare.

Visit [nsw.gov.au](https://nsw.gov.au) and search 'strata' to learn more.



 **Make strata reporting easy as 1, 2, 3...**

-  Put strata reporting on your to-do list
-  Check what info needs to be reported & how to find it
-  Meet to confirm who'll report & who'll be the emergency services contact

For details, search 'strata' at [nsw.gov.au](https://nsw.gov.au)



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## What information needs to be reported and who can access it?

Information to be reported includes scheme management, building and contact information. Different access levels apply to the different information on the portal. Scheme contact details will only be available to residents and owners corporation members for their scheme. Before they can access it, there is a collection notice outlining the Department's privacy policy.

### Visible to people in the strata scheme

- Contact details for the secretary, chairperson, strata manager or building manager (if any). Note: you have the option to provide role-based contact details (for example, secretary@scheme123) instead of personal contact details
- The date of issue for the latest Annual Fire Safety Statement
- Whether the scheme has formed a strata renewal committee

### Not publicly visible

- Balance of the scheme's capital works fund
- Contact details of the emergency services contact person/s
- Insured replacement value for the strata scheme
- Date of issue for interim and final occupation certificate/s

- Any NABERS ratings for the scheme's buildings

### Publicly available

Some information can already be accessed via the [nsw.gov.au](http://nsw.gov.au)

#### Strata search including:

- Strata plan number and number of lots in the scheme
- Registration date of the scheme
- Local government area

Later this year some other basic information will be available via Strata search, including:

- Number of storeys above ground
- Usage (for example, residential, commercial, retirement village)
- Last AGM date
- Geospatial map showing where the scheme is located

## How will the emergency services contacts be used?

If emergency services need to urgently contact your scheme or they need access to the building for example, they can use this contact. The emergency services contact will only be visible to NSW organisations like the Police, Ambulance, or Fire and Rescue.

# FAQs continued



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## Will my personal details be kept confidential?

The protection of your personal information is our priority. We will treat your information in line with the NSW Government's privacy responsibilities and obligations.

The NSW Government's privacy practices are regulated by the Privacy and Personal Information Protection Act 1998 (NSW).

Some information such as the contact details of key strata committee members will be restricted to residents and owners corporation members of a strata scheme.

## Why is the reporting needed?

The new reporting requirements will, for the first time, digitally consolidate data about the state's 83,000 strata schemes. This will enable greater accountability on how strata schemes are being governed.

NSW strata communities can expect to benefit from better service delivery and more targeted communications as a result.

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For example, people owning and living in strata will know that NSW Government and emergency services can communicate with their schemes quickly and directly with vital community services information in the event of a crisis or they can be better informed about strata law changes that impact them.

## Why is there an annual fee of \$3 per lot?

This fee will help fund the development and maintenance of the online strata portal – providing a centralised and reliable source of strata information to deliver benefits to strata communities.





For more information, please contact [stratasystem@customerservice.nsw.gov.au](mailto:stratasystem@customerservice.nsw.gov.au)  
or visit [\*\*nsw.gov.au\*\*](https://nsw.gov.au) and search '**strata**'