



Strata Community CHU  
Awards for Excellence



Celebrate  
Excellence

# 2023 AWARDS INFORMATION KIT

# Celebrate Excellence

Across eleven categories, the annual SCA (NSW) Strata Community Awards for Excellence recognises and rewards businesses and individuals who make a significant contribution to the strata industry and community.

Participating in the 2023 Strata Community Awards for Excellence allows you to highlight your most outstanding qualities, biggest successes and most innovative initiatives.

Each and every organisation, individual and committee within the strata community is unique but are all striving to reach the same goal - excellence.

Excellence is a journey and not a destination. To help with this journey the annual SCA (NSW) Strata Community Awards provides a means of measuring and benchmarking within our industry in NSW.

## 2023 Awards Program

### Key dates

**Submissions open:**  
Monday 20 March

**Submissions close:**  
Friday 19 May

**Judging Period:**  
Friday 26 May - Friday 16 June

**Finalists announced:**  
Monday 3 July

**Gala Dinner and Awards Presentation:**  
Friday 28 July at Le Montage, Sydney

### Categories

#### Individual Award Categories

- Strata Community Manager – Rising Star
- Strata Community Manager
- Senior Strata Community Manager
- Strata Community Management Leadership Award
- Support Team Member
- Essay Award

#### Business Award Categories

- Environmental, Social & Community Impact Award
- Strata Community Management Business – Small
- Strata Community Management Business – Medium
- Strata Community Management Business – Large
- Strata Services Business

### Criteria

- All award entrants must be members of SCA (NSW).
- Award category sponsors cannot enter the award category they are sponsoring.
- The naming rights sponsor cannot enter into any of the awards.
- Award entrants should focus, where applicable, on recognising individual award criteria/achievements during the past 12 month period.

## The submission process

1. The 2023 Strata Community Awards for Excellence opens – Monday 20 March.
2. Complete the online awards category submission form [here](#).
3. Award submissions close on Friday 19 May.
4. Award submissions will be reviewed by the judging panel.
5. Shortlisted nominees will be contacted by the SCA (NSW) office to arrange an online interview.
6. Successful finalists will be notified by the SCA (NSW) office.
7. The award finalists and winners will be announced at the Strata Community CHU Awards Gala Dinner and Presentation Event on Friday 28 July.

## Submission requirements

All submissions are to be completed online on the SCA (NSW) website: [nsw.strata.community](https://nsw.strata.community)

## Privacy and Confidentiality

All information provided in entrants submissions will be treated as private and confidential.

## Judging Panel

The judging panel will consist of individuals who have exposure to the industry and a great interest in fostering excellence.

The judging panel complete confidentiality and conflict of interest agreements with SCA (NSW) for their role as judges.

The judge's decisions are final.

For further information,  
please contact the Events  
Team on 02 9492 8200 or  
[events.nsw@strata.community](mailto:events.nsw@strata.community)



# Business Award Categories

Category definition:

- Large award: more than 6,500 lots under management
- Medium award: more than 1,500 and less than 6,500 lots under management
- Small: less than 1,500 lots under management

## Strata Community Management Business – Small

Recognises a small-scale strata community management business (less than 1,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

### Eligibility

- Must be a current SCA (NSW) Strata Management Member for at least 2 years at the time of nomination.
- Must be registered to operate in NSW
- Must employ at least 1 SCA Accredited strata community manager (any level of accreditation)
- The Licensee-in-charge must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years
- Must NOT have a caution, reprimand or prosecution recorded by NSW Fair Trading or other Government body over the last 2 years
- Business representative must be available for an online interview at a time specified by SCA (NSW)
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and

signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.

- The winner of this award category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.

## Strata Community Management Business – Medium

Recognises a medium scale strata community management business (more than 1,500 and less than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

### Eligibility

- Must be a current SCA (NSW) Strata Management Member for at least 2 years at the time of nomination
- Must be registered to operate in NSW
- Must employ at least 1 SCA accredited strata community manager (any level of accreditation)
- The Licensee-in-charge must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year
- Must NOT have a Code of Conduct complaint upheld against any employee over

the last 2 years

- Must NOT have a caution, reprimand or prosecution recorded by NSW Fair Trading or other Government body over the last 2 years
- Business representative must be available for an online interview at a time specified by SCA (NSW)
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.

## Strata Community Management Business – Large

Recognises a large-scale strata community management business (more than 6,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

### Eligibility

- Must be a current SCA (NSW) Management Member for at least 2 years
- Must be registered to operate in NSW
- Must employ at least 1 SCA

## Business Award Categories

accredited strata community manager (any level of accreditation)

- The Licensee-in-charge must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years
- Must NOT have a caution, reprimand or prosecution recorded by NSW Fair Trading or other Government body over the last 2 years
- Business representative must be available for an online interview at a time specified by SCA (NSW)
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.

### Environmental, Social & Community Impact Award

Recognises sustainable innovation in the sector via individuals or businesses that have introduced and driven an initiative/s, be it innovative products, differentiated services, progressive partnerships, or unique policies and/or processes that are contributing to the greener, fairer, better world.

#### Eligibility

- Must be a current SCA (NSW) Strata Management Member or Strata Services Member for at least 2 years at time of nomination
- Must be registered to operate in NSW
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years
- Must NOT have a caution, reprimand or prosecution recorded by NSW Fair Trading or other Government body over the last 2 years
- Testimonials may be included of no more than 1 page each (in addition to maximum word count). Testimonials are to include contact details and signature. If an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- Business representative must be available for an online interview at a time specified by SCA (NSW).

### Strata Services Business

Recognises a strata services business that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

#### Eligibility

- Must be a current SCA (NSW) Strata Services Member for at least 2 years at time of nomination
- Must be registered to operate in NSW
- Must NOT have a Code of Conduct complaint upheld against any employee over the last 2 years
- Must NOT have a caution, reprimand or prosecution recorded by NSW Fair Trading or other Government body over the last 2 years
- Business representative must be available for an online interview at a time specified by SCA (NSW)
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.



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## Individual Award Categories

### Strata Community Manager – Rising Star

Recognises a new entrant to the industry who has shown outstanding progress early in their career.

#### Eligibility

- Must have been practising as a Strata Manager for 2 years or less at time of nomination
- Must have been employed with their current employer for the last 12 months
- Must not be a former Rising Star Award winner in NSW or any other State.
- Must be a current employee of an SCA (NSW) Strata Management Member and the Corporate must have held membership in NSW for at least 2 years.
- Must NOT have a Code of Conduct complaint upheld against them over the last 12 months.
- Nominee must be available for an online interview at a time specified by SCA (NSW).
- Must provide a Declaration form stating the information provided in the Award submission is true and accurate.
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The nominee must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year
- The winner of this award

category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.

You must return a completed and signed nomination form for each entry category you are entering. You must NOT use a submission from a former year.

### Strata Community Manager

Recognises a strata community manager who has demonstrated excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

#### Eligibility

- Must have been practising as a Licensed Strata Manager for more than 2 years at time of nomination
- Must be currently employed as a Strata Manager and working in the role, for their current employer for the last 2 years or more
- Must be an SCA Accredited strata community manager (any level of accreditation) [www.strata.community/accreditation](http://www.strata.community/accreditation)
- Must be a current employee of an SCA (NSW) Strata Management Member and the Corporate must hold membership in NSW for at least 2 years.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years
- Nominee must be available for online an interview at a time specified by SCA (NSW).
- Must not be in a supervisory role such as; Licensee-in-charge, Principal, Director, Associate Director, Partner,

Team Leader or Owner of a Strata Management Business

- Must provide a Declaration form stating the information provided in the Awards is true and accurate.
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The nominee must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year
- The winner of this award category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.

You must return a completed and signed nomination form for each entry category you are entering. You must NOT use a submission from a former year.

### Senior Strata Community Manager

Recognises a strata community manager who has demonstrated deep industry knowledge and specialist expertise, excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

#### Eligibility

- Must have been currently practising as a Licensed Strata Manager for more than 2 years at time of nomination



## Individual Award Categories

- Must be currently employed as a Strata Manager and working in the role, for their current employer for the last 2 years or more
- Must be an SCA Accredited strata community manager (any level of accreditation) [www.stratacommunity/accreditation](http://www.stratacommunity/accreditation)
- Must be a current employee of an SCA (NSW) Strata Management Member and the Corporate must hold membership in NSW for at least 2 years.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years
- Nominee must be available for an online interview at a time specified by SCA (NSW).
- If operational, you must directly manage 400 lots and above
- Strata Managers with leadership responsibilities are eligible however the emphasis is on deep industry knowledge and technical knowledge in strata management.
- Must provide a Declaration form stating the information provided in the Awards is true and accurate.
- Must include 3 client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The nominee must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year
- The winner of this award category will progress to the 2023-2024 SCA Australasia Awards as a Finalist subject to meeting its Terms and Conditions.

You must return a completed and signed nomination form for each entry category you are entering. You must NOT use a submission from a former year.

### Strata Community Management Leadership Award

Recognises a people leader who has achieved excellent business results through their people

#### Eligibility

- Must have been with their current employer for the last 2 years or more.
- Must have been in a supervisory role such as; Principal, Director, Associate Director, Licensee-in-charge, Branch Manager or Team Leader of a Strata Management Business and in that role for a minimum of 12 months
- Must be a current SCA (NSW) Strata Management Member and the Corporate must have held membership in NSW for at least 2 years.
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years
- Nominee must be available for an online interview at a time specified by SCA (NSW).
- Must provide a Declaration form stating the information provided in the Awards is true and accurate.
- Testimonials are recommended and may be included of no more than 1 page each (in addition to maximum word count). Testimonials are to include contact details. If an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.

- The nominee must have achieved the minimum CPD hours as dictated by NSW Fair Trading and the SCA (NSW) Professional Standards Scheme CPD hours for the previous CPD year.

You must return a completed and signed nomination form for each entry category you are entering. You must NOT use a submission from a former year.

### Essay Award

The Essay Award recognises an individual who displays a sound understanding of a topic of their choosing and its relevance to the strata community industry.

#### Eligibility

- Entry is open to all current members of SCA (NSW).
- Must NOT have a Code of Conduct complaint upheld against them over the last 2 years
- Must be an original essay that has not been entered in any other Strata Community Awards in any of the SCA regions in the current or previous year/s
- The winner of this award category will progress to the 2023-2024 SCA Australasia as a Finalist subject to meeting its Terms and Conditions

# Individual Award Categories

## Support Team Member

Recognises a person behind the scenes in a strata management or strata services business who has made an outstanding contribution to the success of their team.

- Must be an employee of a current SCA (NSW) Strata Management Member or Strata Services Member and the Corporate must hold membership in NSW for at least 2 years at time of nomination
- Must have worked for their current employer for at least the last 12 months at time of nomination
- Cannot be currently employed as a strata community manager, i.e., directly managing a portfolio or, if in a strata services business, in a relationship or business development role
- Nominee must be available for an online interview at a time specified by SCA (NSW).
- Must provide a Declaration form stating the information provided in the Awards is true and accurate.
- Must include 2 colleague references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2023-2024 SCA Australasia as a Finalist subject to meeting its Terms and Conditions.

## Terms & Conditions of Entry

1. To enter the SCA (NSW) Strata Community CHU Awards all applicants must read and understand the terms and conditions and complete the prescribed on-line entry form for your chosen award category.
2. All submissions are to be lodged through the Strata Community Association (NSW) website – [nsw.strata.community](https://nsw.strata.community) and include the required information.
3. All business award category submissions must include the author of the submission and their job title and whether they have the authority to enter the award on behalf of the business.
4. A business/individual may only submit one entry per category and is eligible to enter multiple award categories, however you are required to lodge the prescribed entry forms for each of your chosen award categories.
5. Entries must be from organisations or individuals with a substantial presence in NSW, or projects that have been substantially undertaken within NSW.
6. Peer nominations must be submitted by completing the prescribed nomination form on the SCA (NSW) website. The nominee will then be contacted by SCA (NSW) and offered the opportunity to complete their own submission using the prescribed entry form. The judges will be provided with a copy of the peer nomination.
7. Your entry must be submitted by 5pm Australian Eastern Standard time on the closing date Friday 19 May. The SCA Awards organisers accept no responsibility for unreceived, late or incomplete entries as a result of technical problems.
8. SCA (NSW) reserves the right to declare any entry ineligible, if during the term of the award process your entry form is incomplete or deficient, false or misleading in any way.
9. SCA (NSW) reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
10. All information provided in the entry form will be used for the purpose of judging only and will be treated as commercial-in-confidence by SCA (NSW). Entries remain the property of the SCA Awards organisers and are not returned.
11. By entering the awards, nominees agree for their photographs, profiles and other details to be used for promotional purposes.
12. If you are selected as a finalist, information provided in the entry (excluding financial information) will be used for the purpose of promoting the Awards and the nominee.
13. By entering the awards, nominees agree to act as ambassadors in promoting the awards and the profession if they are awarded as a winner or finalist and must present a professional image during SCA related engagements.
14. All entries are judged by a panel appointed by SCA (NSW) of subject matter experts, selected from business and community leaders.
15. Judges are required to sign a confidentiality agreement and disclose any conflict of interest.
16. The judges decision is final and is not subject to appeal.
17. Due to the anticipated number of entries, no feedback will be provided on nominations submitted.
18. All award submissions will be judged and are subject to meeting a gateway score. SCA (NSW) may decide not to grant an award in a category where the gateway score is not met whether there are multiple entries or only one entrant.
19. Finalists will be notified by phone and email, and published on the SCA (NSW) website [nsw.strata.community](https://nsw.strata.community) on Monday 3 July.
20. Winners will be announced at the Strata Community CHU Awards Gala Dinner on Friday 28 July.
21. Promotional materials cannot be added as support documents of the nominations.
22. SCA (NSW) reserved the right to check references are legitimate.
23. The entrant (organisation or individual) must not have been prosecuted for a violation of any environmental, social or commercial law in Australia or overseas in the past five (5) years.
24. The SCA Award organisers reserve the right to withdraw a category and cancel an award if an insufficient number of entries has been received, the quality of entries does not fulfil the awards criteria, or the entries are deemed inappropriate for any other reason.
25. State category winners of the Support Team Member, Strata Community Manager – Rising Star, Senior Strata Community Manager, Strata Community Manager, Strata Community Management Business – Small, Strata Management Business - Medium, Strata Community Management Business – Large, Strata Services Business and the Essay award categories are eligible to progress to the 2024 SCA Australasia Awards as a Category Finalist subject to meeting the T&Cs.