

STRATA COMMUNITY LIVING

The hub for strata information



Summer 2025

Addressing Unethical Practices in Strata Management: A Guide to Raising Complaints.

Ethical conduct in strata management is essential for maintaining trust and professionalism. If you've noticed practices that fall short of this standard, here's how to act effectively.

Whether you're an owner who feels there's been a breach of ethics or a strata management firm that's witnessed incorrect practice, you can lodge a formal complaint about an SCA NSW member through the updated Complaints Management Process (CMP).

All SCA NSW members are held accountable to a stringent code of ethics, and when an owner or fellow SCA NSW member suspects a breach of these ethics, a formal complaint can be submitted to SCA NSW. Start with the Strata agent's Complaints Process.

Before escalating a concern to SCA NSW, members or owners must address their issues directly with their strata managing agent. Each strata agent must have a complaints management process, typically found on their website or obtained by contacting their office. Resolving concerns at this level often leads to quicker and more efficient outcomes.

What SCA NSW Can Investigate?

SCA NSW investigates complaints that:

- Relate to SCA NSW Code of Ethics, Constitution, or professional standards breaches.
- Involve current SCA NSW members.

We cannot investigate:

- Complaints about non-SCA NSW members.
- Commercial disputes (e.g., fees or strata manager removal).
- Matters involving operational decisions of an owner's corporation.

Once a complaint is lodged using our online Complaint Management Form, it undergoes a structured three-stage process:

1. Lodgement and Review—Complaints are checked

for completeness and validity. Supporting documentation is essential to substantiate the claim. This includes evidence that the issue was first raised with the strata management company through their complaints process and their response to the concern. Complaints lacking sufficient evidence or outside the scope of SCA NSW will not proceed to the next stage

2. Investigation – If valid, the complaint is reviewed by the Professional Standards and Membership Board Advisory Group (PSMBAG).
3. Analysis and Outcome – Findings are shared, with appropriate actions taken if a breach is identified. Commitment to Transparency and Fairness

Our CMP promotes:

- Fairness – Ensuring all parties are heard.
- Accountability – Clear reasoning behind decisions.
- Professional Integrity – Enforcing ethical and professional standards.

What's the outcome?

While SCA NSW cannot act as a representative in disputes, our process ensures that ethical breaches are addressed, reinforcing trust in the strata management industry.

For further details about the process or to lodge complaint, visit our website: [Complaint Process](#).





Strata Scheme WH&S Responsibilities

By Colin Grace, Partner, Grace Lawyers

Over recent times Work Health and Safety (WH&S) incidents have become front and centre of the strata and Company title industry minds. This is mainly due to the tragic deaths of two people (one in Victoria and one in NSW).

This article will not go into the circumstances surrounding each incident and the impact on owners corporations/bodies corporate or strata managers, but will instead focus on what our schemes and managers should consider and how to at least minimise risks going forward.

WH&S legislation plays a crucial role in ensuring the safety and well-being of workers across various industries. There is Commonwealth legislation and state/territory specific legislation with the purpose of entrenching these obligations across all areas including for our purposes, strata, community and company title properties.

For strata schemes, community schemes and Company title schemes – essentially property management systems where individual owners own a portion of a property and share ownership of common areas or are shareholders/directors with obligations over the property – WH&S obligations are critically important.

The following overview explains how WH&S legislation applies to our schemes in Australia, highlighting key responsibilities, challenges, and practical considerations.

Understanding strata schemes and WH&S responsibilities

Multi-occupant dwellings (strata schemes, community schemes and Company title schemes) are prevalent in Australia, particularly in urban areas, and involve multiple parties including owners, tenants, strata managers, and contractors. The WH&S legislation is designed to create a safe working environment and prevent workplace injuries or illnesses. For our schemes, this responsibility extends to common property areas such as gardens, parking lots, pools, and other shared facilities. In a Company title environment, it may also extend to the internal units/apartments etc.

Under the WH&S legislation, the primary duty holders in a scheme include the corporation (owners corporation/bodies corporate or Company), strata managers, and any contractors engaged for maintenance or repair work. Each party has specific responsibilities:

- **Corporation:** The strata/community/Company are responsible for ensuring the safety of common areas. This includes maintaining and repairing shared facilities in a manner that does not pose health and safety risks. The corporation must also ensure that safe work practices are followed by contractors and service providers.
- **Strata/community/Company managers:** Managers play a crucial role in overseeing the day-to-day operations of a scheme. They are responsible for ensuring compliance with WH&S requirements by coordinating maintenance activities and ensuring that all parties adhere to safety standards.
- **Contractors:** Any contractors or service providers engaged by the scheme are required to comply with WH&S requirements while working on the property. This includes following safety protocols and using appropriate equipment and procedures.

This has been highlighted in the recent case where the lot owner, owners corporation and strata manager were all found guilty (and fined) for a breach of those obligations. In all cases the Court found that the relevant party did not do enough to ensure safety of the worker (who was tragically killed) and pointed to the various risk management systems and tools available which were not followed.



Key WH&S obligations for schemes – what should we do?

1. **Risk management and safety assessments:** The schemes must conduct regular risk assessments of common property areas to identify potential hazards. This includes assessing the safety of playground equipment, pool areas, stairways, and other communal facilities. Identifying and mitigating risks helps in preventing accidents and ensuring the safety of residents and workers.
2. **Maintenance and repairs:** Regular maintenance of common property is essential to avoid hazards. This involves not only routine cleaning but also ensuring that structural elements like handrails, lighting, and pathways are in good condition. Schemes must engage qualified contractors who adhere to safety standards during maintenance and repair work.
3. **Emergency procedures and training:** Effective emergency procedures are vital for schemes. This includes developing and communicating evacuation plans, conducting fire drills, and ensuring that safety equipment like fire extinguishers and first aid kits are readily available and maintained. Training for residents and staff on these procedures can significantly enhance safety.
4. **Contractor management:** When engaging contractors for work on common areas, schemes must ensure that contractors have appropriate licenses, insurance, and safety protocols. This includes verifying that contractors are compliant with WH&S requirements and that their work does not pose a risk to others.
5. **Incident reporting and investigation:** Any incidents or accidents occurring in common areas must be reported and investigated. The scheme must have a procedure for reporting and recording incidents, and it should take appropriate actions to address the causes and prevent future occurrences.

This in recent times has become the focal point under the recent NSW case. When an incident occurs, all parties along the chain must take immediate action to ensure safety, rather than waiting for others to act.

Challenges and considerations

Schemes often face several challenges in implementing effective WH&S practices:

1. **Diverse stakeholders:** With multiple parties involved – owners, tenants, managers, and contractors – coordinating WH&S efforts can be complex. Clear communication and defined roles and responsibilities are essential to manage safety effectively.
2. **Aging infrastructure:** Many schemes are located in older buildings where infrastructure may not meet current safety standards. Upgrading facilities to meet modern safety requirements can be costly and logistically challenging.
3. **Compliance and enforcement:** Ensuring that all parties adhere to WH&S regulations requires diligent oversight. Managers must stay informed about changes in WH&S laws and ensure that all safety protocols are consistently followed.
4. **Budget constraints:** Schemes often operate within tight budgets, which can impact their ability to implement comprehensive safety measures. Balancing cost with safety is a critical consideration for schemes.

Overall, from the cases the Courts are not interested or considerate of schemes that do not ensure a safe environment regardless of the circumstances. If we do not look after our buildings, then we assume the responsibility for anything that goes wrong.

Conclusion

WH&S legislation is fundamental to maintaining a safe environment in strata schemes across Australia. By understanding and fulfilling their obligations, strata, community and Company title schemes, managers, and contractors can effectively manage risks and ensure the well-being of all residents and workers. While challenges exist, adopting practical safety measures and fostering a culture of safety can significantly enhance WH&S outcomes, leading to a safer, healthier living environment.



Benefits of Painting in Summer

As a Strata Manager, ensuring that your building looks its best is a priority, and one of the most effective ways to enhance the aesthetics and longevity of your property is through painting. While painting can be done year-round, summer presents unique advantages that can lead to better results and cost savings. Here are the key benefits of scheduling your painting projects during the summer months.

Better for Paint Drying

An obvious one, but summer weather is typically characterised by warmer temperatures and lower humidity levels, creating ideal conditions for paint to dry effectively. In contrast, colder months can hinder drying times, leading to uneven finishes and prolonged project durations. With summer's favourable conditions, you can expect a smoother application process and a flawless finish that enhances the overall appearance of your strata building.

“ Most paints require specific temperature ranges to cure correctly, and summer often meets these conditions. With quicker drying times, your painting projects can progress more efficiently, minimising disruptions to residents and enhancing the overall experience for everyone involved.

Less Delays

Summer's predictably pleasant weather reduces the likelihood of unexpected delays caused by rain or extreme weather. During the cooler months, rain can force projects to halt, leading to extended timelines and inconvenience for residents. This reliability allows for better planning and execution of your projects, ensuring that timelines are met and quality is maintained. By planning painting projects in summer, you can mitigate these risks, ensuring that work is completed on time and with minimal disruption to residents.

Longer Daylight Hours

Summer also provides longer daylight hours, allowing for extended working hours for painting crews. With more sunlight available, teams can work later in the day,

optimising productivity and potentially reducing project costs. This benefit allows for faster completion and less inconvenience for residents, ensuring the job is done without extensive disruption to their daily lives. Save on EWP and Scaffolding Hiring Costs

“ The efficiency gained from longer days and better weather can also translate to cost savings. With fewer weather interruptions, there's less need for equipment like elevated work platforms (EWPs) and scaffolding, which can be costly to hire. By taking advantage of summer conditions, you can streamline operations, resulting in significant savings for your strata management budget.

Look Good for the Festive Season

Finally, painting in summer ensures that your strata building looks its best for the festive season. Many residents appreciate a well-maintained and visually appealing property, especially during gatherings and celebrations. A fresh coat of paint can boost community pride and enhance the overall aesthetic, creating a welcoming atmosphere for both residents and guests.

For Strata Managers, painting in summer offers numerous benefits, from improved drying times to cost savings and enhanced aesthetics. By planning your painting projects during this optimal season, you can ensure a successful and visually appealing outcome that residents will appreciate.

For more information on how Premier Painting can assist with your strata painting needs, please visit www.premierpainting.com.au.



What are the liabilities of strata committee members?

THE FOLLOWING ARTICLE IS A TAKEN FROM A SECTION OF THE STRATA COMMITTEE MANUAL PRODUCED BY BANNERMANS LAWYERS. THAT MANUAL IS FREE TO DOWNLOAD. SIMPLY SCAN THE QR CODE AT THE BOTTOM OF THE PAGE.

Strata committee members are acting in a position of power and owe fiduciary duties to the owners corporation and owners. As such, they can have personal liability in relation to performance of their functions including:

- approval of renovations (major works) to lots which is beyond the power of the committee to grant;
- entry into or termination of agreements (e.g. building management agreement);
- acts in conflict of interest;
- defamation;
- or negligence.

“ A claim for damages may be available against one or more strata committee members where they have not complied with their duties or made decision beyond their power.

Further, although those duties are strictly speaking owed to the owners corporation, the owners corporation is not the only party who could potentially bring such a claim. There are limited circumstances in which individual owners can bring such a claim.

“ However, section 260 of the SSMA states that the owners corporation will indemnify an officer of the strata committee, member of a strata committee, or persons acting under their direction in relation to things “done or omitted to be done in good faith for the purpose of executing functions as such a person under this or any other Act”.

Office bearers' liability cover is often available from the owners corporation's insurer, and is recommended. However, there will typically be exclusions which are generally not well understood

and excluded common instances where cover would be needed, such as:

- Dishonest, fraudulent, or criminal acts.
- Acts in conflict of interest.
- Acts outside the scope of the strata committee member's authority, such as when a decision is made without a requisite general meeting resolution.

For a comprehensive and practical guideline that addresses the common questions raised by strata managers and strata committee members, download the 'Strata Committee Manual' prepared by Bannermans Lawyers.

The guide begins by introducing the basics including the role and power of a strata committee, advancing to the statutory requirement regarding strata committee meetings, and then delving into complex issues related to liability, pecuniary interest and removal of strata committee members.

**FREE DOWNLOAD
STRATA COMMITTEE
MANUAL**



Scan to download



Insuring Buildings with Defects: What Strata Property Owners and Strata Managers Need to Know

Building defects are an ongoing challenge for apartment owners and strata managers across Australia. Defects range from plumbing and electrical faults to unsafe cladding and structural flaws. These problems can cause significant stress for residents and owners. It is important for owners and managers to take a proactive approach to addressing defects and communicate this approach to your insurer.

Are Buildings with Defects Insurable?

The good news is that most buildings with defects can still be insured—if owners and managers take the right steps. Insurers evaluate factors like the severity of defects, the building's age, pending legal actions, and remediation plans.

While most residential strata insurance policies exclude coverage for defects under the property section, liability coverage may still apply. This is particularly relevant in cases of disasters where injuries or fatalities occur, as claims often arise from the liability section of the policy.

Proactive efforts to address defects are looked upon favourably by insurers.

Addressing Building Defects

Strata property owners and managers should act promptly to address defects as soon as they're identified. This is especially critical during the warranty period or immediately following construction. Taking reasonable care to disclose accurate information about defects to insurers is vital. Misrepresentation could impact coverage.

Working with reputable contractors and suppliers committed to rectifying defects is crucial. Regular maintenance and repairs reduce the risk of minor issues escalating into major problems. Proactive steps, including temporary safety measures or detailed remediation plans demonstrate that owners are taking responsibility, and this should be communicated to the insurer.

Common Strata Building Defects

1. **Structural Defects:** Cracks, sunken floors, and compromised load-bearing walls often result from aging or subpar construction.
2. **Waterproofing Issues:** Poor waterproofing can lead to water damage, mould, and structural deterioration, particularly in bathrooms, balconies and rooftops.

3. **Unsafe Cladding:** Non-compliant cladding materials like ACP or EPS are a fire risk and the government has mandated this be rectified.
4. **Electrical Faults:** Faulty wiring or outdated systems pose safety hazards and risks of fire.
5. **Plumbing Problems:** Leaks, blockages, and broken fixtures can cause significant damage if left unaddressed.

The Role of Insurance in Mitigating Risks

In extraordinary cases, such as the collapse of Miami's Champlain Towers South in 2021, delayed repairs and unresolved defects led to tragic consequences. Examples closer to home include the Opal Tower in 2018 and Mascot Towers in 2019 where dramatic cracks were identified, and residents were evacuated from their homes. These cases highlight the importance of early identification and a plan to remediate defects is critical from a safety and financial point of view.

CHU, a leading strata insurance company, has set up a National Specialty Risk Team play a pivotal role in managing complex and challenging insurance risks from an underwriting perspective, assisting brokers and strata managers with properties and buildings that may have defects or complex risks associated with them.

Why Choose CHU?

Every insurer has a different view on the level of risk they can accept. CHU has been established for over 45 years and is experienced in helping strata owners and managers navigate the complexities of insuring properties with defects. By working with CHU's team, you can better understand how to manage risks and secure comprehensive coverage for your property.

[Learn more about CHU's strata insurance solutions.](#)

WINDOWLINE

Strata Window and Door Replacement Specialists

Strata Window & Door Projects under the DBPA

Fast Fact Sheet: Balcony Doors

We have had many conversations within the strata community to address some of the misconceptions around the impacts of the Design and Building Practitioners Act on window and door replacement projects. Below is the second in a series of FAQs that Windowline are sharing with our network. If you have any questions around changes to remedial projects and the steps to ensure project compliance, get in touch with our team.

FAST FACT 1

When can a balcony door be replaced without adhering to the DBPA?

A balcony door can be replaced without being governed by the DBPA if it's installed onto a substrate that's fit for purpose. This means that the doors should be positioned with an appropriate set-down, often referred to as having the right termination height. The quality and condition of existing weatherproofing or waterproofing are vital considerations. They play a pivotal role in determining the correct installation details for the balcony.

FAST FACT 2

What are the requirements if the balcony doors fall under the DBPA?

If balcony door replacements fall under the DBPA, a regulated design is mandatory. This design must be provided by a certified Design Practitioner. Moreover, all related work must be then performed by an authorized Building Practitioner.

FAST FACT 3

How do we determine the right termination height?

The appropriate termination height is primarily influenced by the wind loads that the doors might be exposed to. A façade engineer provides this specification after completing a wind load analysis. In simpler terms, termination height refers to the difference in level between the internal and external finished floors. At times, achieving this might involve the installation of a concrete hob, which offers a distinct step from the interior to the exterior of a home.

FAST FACT 4

What tasks might be needed when replacing balcony doors as under the DBPA?

The necessary tasks under the Act depend on the defined scope from the Regulated Design given by the Design Practitioner. Potential tasks can encompass constructing a new concrete hob, waterproofing the balcony, installing cavity flashings, setting up new balustrades, and retiling the balcony. The specific tasks will vary based on the type of construction and the condition of the current substrates.

Windowline is not only a registered building practitioner with strong connections to accredited design practitioners but is also fully capable of undertaking the works required under the Design and Building Practitioners Act. By choosing Windowline, you gain access to expert advice, and you can rely on us to efficiently manage and execute your project, ensuring professionalism and compliance every step of the way.



CHALLENGES FOR ELECTRIC VEHICLES IN STRATA COMMUNITIES

As the world transitions towards a more sustainable future, electric vehicles (EVs) are playing a pivotal role in reducing carbon footprints. However, the adoption of EVs in strata communities comes with its unique set of challenges. From charging infrastructure to legal considerations, the path towards integrating EVs into strata living is complex.

Charging Infrastructure:

One of the primary challenges for EVs in strata communities is the establishment of adequate charging infrastructure. Unlike standalone homes where residents can install personal charging stations, strata properties often lack the necessary infrastructure for multiple charging points. The installation of charging stations requires careful planning and financial investment, which can be challenging for strata committees.

Cost Implications:

While the long-term cost savings of EVs are evident, the initial investment can be a deterrent. Installing charging stations and upgrading electrical systems within a strata complex can be costly. Strata committees may face challenges in allocating funds and convincing residents of the long-term benefits. Striking a balance between affordability and sustainability is a delicate task.

Legal and Regulatory Framework:

The legal landscape surrounding EVs in strata communities is not always clear. Strata by-laws may need to be updated to accommodate the installation and usage of charging infrastructure. Legal considerations, such as shared ownership of common areas and the distribution of electricity costs, add complexity. Navigating the regulatory framework is essential to ensure compliance and avoid disputes.

Space Constraints:

Strata living often involves limited parking spaces, and dedicating areas for charging stations may be challenging. The competition for parking spaces within complexes may create conflicts among residents. Balancing the need for EV infrastructure with other essential parking requirements **requires careful planning and community cooperation.**

Balancing Individual and Community Interests:

Strata communities thrive on cooperation and shared resources. The introduction of EVs raises questions about how to balance individual interests in adopting sustainable technology with the collective interests of the strata community. Striking a balance that promotes both individual choices and communal well-being is a challenge that requires communication and compromise.

Educational Barriers:

The adoption of EVs in strata communities may face resistance due to a lack of understanding or misinformation. Educating residents about the benefits of EVs, dispelling myths, and providing information about the long-term advantages can be a significant challenge. Overcoming educational barriers is crucial for fostering a positive attitude towards EVs.

Technological Advancements:

The rapid pace of technological advancements in the EV sector poses a challenge for strata communities. Installing charging infrastructure is a long-term investment, and there is a risk of technology becoming outdated quickly. Strata committees need to carefully consider future-proofing the infrastructure to accommodate evolving EV technologies.

Resale Value Considerations:

Residents may be concerned about the impact of EV infrastructure on the resale value of their properties. Strata committees need to communicate about the long-term benefits and increasing market demand for EV-friendly properties. Balancing the immediate concerns of residents with future resale value is a delicate task.

Maintenance and Management:

The ongoing maintenance and management of EV charging infrastructure present operational challenges. Strata committees need to establish clear protocols for the maintenance of charging stations, address technical issues promptly, and manage the distribution of electricity costs associated with charging.

Conclusion:

While the road to integrating EVs into strata communities may be challenging, it is not insurmountable. Addressing these challenges requires a collaborative effort between strata committees, residents, and relevant stakeholders. With clear communication, updating regulatory frameworks, and investing in sustainable solutions, strata communities can pave the way for a future where electric vehicles seamlessly coexist with the principles of communal living. As the demand for sustainable living continues to rise, overcoming these challenges will not only benefit the environment but also enhance the quality of strata living.



Cyber storm clouds are forming this summer. Are you ready?

As the holiday season approaches, you must stay alert to potential cyber attacks. Cybercriminals are known for using periods associated with high levels of online activity and targeting weary, distracted employees at the end of the year.

Have we become immune to cyber risk?

Cybercrime and the associated risks are continuously evolving. Although we're more aware of cybercrime, "a significant gap remains between knowledge and action" (Sandro Bucchianeri, NAB Chief Security Officer).

A new report from NAB, released as part of International Cyber Security Awareness Month in October, found most Australians had personal information compromised through either attacks on large companies or phishing scams. Criminals are increasingly targeting those without the budget and resources for heightened cyber security protections, preying on those not being vigilant.

Don't let this be you.

Our strata ecosystem is particularly vulnerable to attack from cybercriminals due to the number of payment transactions passing through IT platforms.

Do you know who's committing the cyber breach?

Companies have a social responsibility to secure the data they collect and store about and on behalf of their customers. While the number of cyber breaches is growing, not all are due to malicious or criminal attacks.

It's now reported that around one in three cyber incidents causing insured losses result from human error (Source: Taylor Fry actuaries). This can be as simple as sending a spreadsheet containing personal data to the wrong person. But the good news is, many cyber insurance policies typically cover this type of incident.

Attacks can happen to anyone, any time

Even with the resources available to them, well-known companies have very publicly fallen victim to cyber criminals and attacks. Apart from affecting their ability

to operate, a cyber attack can also majorly impact a company's customers and reputation.

Over time, we're now seeing how significant cyber incidents can produce a long-tail insurance claim, with the cost stretching out over many years.

Consider the Medibank data breach October 2022

The first year after the incident cost Medibank \$40-\$50 million (5% of its annual operating expenses) to cover increased security, legal costs, regulatory investigations and litigation.

Over the next few years, another \$40 million has been allocated to improve business resilience and restore customer trust.

Medibank is also facing five legal actions, the cost of which is not yet shown on its balance sheet.

When did you last check your level of insurance cover?

Rather than just being aware of the risks, as a community, we should take proactive steps to protect ourselves and each other.

All individuals and companies need a comprehensive technology and data protection strategy. It should define how security measures are implemented and maintained to minimise the footprint of sensitive data and secure vital personal and business-critical and/or regulated data.

We also recommend Cyber Risk Insurance is an important part of your strategy. Think about your online behaviour and ensure you have insurance protection for cyber.

To find out more about insurance protection against personal and business cyber risks, please contact your local BCB office.



Managing Successful Security Projects - 5 simple steps

Upgrading a security system for a Strata building can be daunting for both Strata Managers and the Owners Corporation.

How do you compare three quotes with different scopes and prices?

What's a reliable product? and is it really what the Owners want or need?

By following five simple steps, you can reduce your workload, find the right contractor, and install a security system that will work for the owners for years to come.

Step 1: What do you want to achieve with this project?

Create a Project Brief with the Committee. This document is designed to assist Committees or Strata Managers in identifying important information regarding the security upgrade planned for their building. It also enables discussion and an informed decision on whether to proceed with the installation after considering the Legal aspects and costs involved in the Project.

Step 2: Apples for Apples. How to get three similar quotes.

Create a Scope of Work for your Contractors: On agreement that the security system will be installed, the information in the Project Brief can be easily exported to a Scope of Works document that can be issued to the three preferred suppliers, enabling them to quote accurately and equally for the work.

Step 3: Who's the right contractor for the Project?

Compare quotes and contractors with an easy-to-use checklist. Make sure your contractor has the right experience and is the right company size for the work they are taking on. Where can you see previous installations? Product warranty should also be included in the comparison. Price is important, but lifetime value is key.

Step 4: Ensuring a smooth installation

Ask your contractor for an implementation plan. When will the work be done, and when must residents be home? This includes fob and garage remote allocation sheets.

Step 5: What happens next? The important bit.

Passwords and warranty. It's easy to heave a sigh of relief once the system is installed and invoices have been paid. But this shouldn't be the end of the process; you're missing the really important bit: passwords and warranty.

You must record vital information about the new systems that will allow you to manage them in the future. Most modern security systems are password protected; without these passwords, no one can access the system to add new fobs or replace cameras or faulty equipment.

Quatrix Security is a leading Strata Security Company based in Sydney. With over 15 years in Strata and over 30,000 units upgraded, they have the skills and experience to service and upgrade your building.

Their dedicated Project Manager has managed complex Access Control, Intercom and CCTV projects across Sydney and Europewide projects. Your upgrade Projects are in safe hands.

Please contact us on info@quatrix.com.au for Project templates for your upcoming work.

**paynter
dixon**

The height of leadership in safety

In this new era of accountability, owners corporations are engaging remedial and insurance builders with leadership prowess in safety.

Two professional abseilers are suspended 34 storeys above ground. A rescue drill is unfolding under the watchful gaze of expert trainers.

Paynter Dixon is hosting the training session in a high-rise residential tower where the company's Remedial division is overseeing façade repairs.

Continuous improvement

Senior Project Manager, Alex Cordina, views the exercise as a partnership in continuous improvement: "Safety is always a priority of our work with subcontractors."

"A growing number of subcontractors are developing rope access as a capability of their business rather than outsourcing to an external provider.

"As a tier 1 remedial builder with leading safety credentials, Paynter Dixon has the means to support learning and growth in our subcontractor network.

"Continuous improvement in safety is vital because it makes us more aware of our surroundings. We are in a better position to identify unsafe practises, and to work in ways that strengthen safety."

Systematic approach

Construction Manager, Paul Gangemi, says the training reflects Paynter Dixon's 'systematic approach' to construction.

"As the principal contractor our processes are reliant on documentation, from preparing methodologies to checking subcontractor documents and conducting audits.

"We have an obligation to ensure the correct processes are in place. Today's training provides an opportunity to see the documented process carried out."

Tougher enforcement

Following a string of injuries and deaths on work sites earlier in the year, enforcement agencies have promised 'tougher than ever' penalties for responsible parties that fail to meet their Workplace Health and Safety obligations.

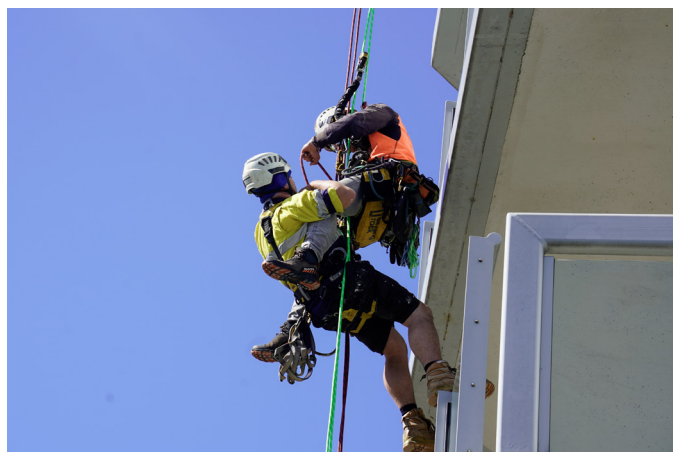
NSW Minister for Work Health and Safety Sophie Cotsis sent a clear message in 2023: "[All builders] can expect a visit from a Safe Work inspector who will throw the book at anyone breaking the law."¹

TO LEARN MORE ABOUT PAYNTER DIXON'S STRATA BUILDING SERVICES, CONTACT:

Tim Kurniadi, General Manager of Remedial and Insurance

Email: Tim.kurniadi@paynterdixon.com.au

Website: paynterdixon.com.au/sectors/remedial/strata/



STRATA COMMUNITY LIVING



SUMMER 2025

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means now known or to be invented, electronic or mechanical, including photocopying, recording or by any information or retrieval system without written permission from the author or publisher, except for the brief inclusion of quotations in a review.

DISCLAIMER: Please note the information enclosed is general in nature and cannot be relied upon as legal advice. Strata Community Association (NSW) Ltd and its members disclaims any liability (including for negligence) to any person in respect of: anything; and the consequences of anything, done, or not done, by any such person in whole or partial reliance upon the whole or part of the information enclosed. Strata & Community Living is a joint initiative brought to you by SCA (NSW); the peak industry body representing strata managing agents and others committed to the continual improvement in standards of strata management practice in NSW and your strata managing agent.

EDITORIAL CONTACT: SCA (NSW) Ltd W: nsw.strata.community | P: 02 9492 8200 | E: enquiries@strata.community.

All members of our Strata Manager Chapter are 'PROFESSIONAL Strata Managers'. SCA (NSW) strives to ensure that all strata manager members are able to deliver services to the public that are of the highest professional and ethical standard.