

# PROFESSIONAL STRATA MANAGERS COMMITTEE

## TERMS OF REFERENCE

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### 1. Background

The Professional Strata Managers Committee is formed under the SCA (NSW) Constitution to offer structured advice to the Secretariat and the Board. The Committee provides practical industry insights from experienced strata management professionals and supports the broader governance system by guiding SCA (NSW)'s work on professional standards and sector improvement. Its role operates alongside and in coordination with other committees within the association's governance framework.

### 2. Scope

The Committee is responsible for supporting the improvement of professional and operational standards for strata management agents in NSW by identifying practical issues affecting day-to-day practice and developing resources that assist members in meeting the expected standards of conduct, governance, and service delivery.

Its scope covers reviewing operational challenges, emerging trends, and risk areas encountered by strata practice members. It also involves advising the Secretariat on the tools, templates, and guidance required to help members meet SCA (NSW)'s standards and expectations outlined in the Member Compliance Review Programme (MCRP), the Code of Ethics, and relevant legislation.

The Committee's role is advisory and developmental. It does not perform compliance, audit, enforcement, or disciplinary functions.

### 3. Composition

The Committee generally comprises a maximum of 10 members and includes:

- Chair (appointed by the Board)
- Professional Strata Manager Members of SCA (NSW)
- One representative of the SCA (NSW) Secretariat.
- One Director appointed by the Board.

Members are selected based on their professional experience, sector knowledge, and ability to help develop practical tools and resources that improve strata management practices.

### 4. Appointment and Term

Committee members are appointed for a term of one year, commencing from the date of the first Committee meeting held after the Annual General Meeting, or from the start of the next AGM (whichever occurs first).

The Chair, appointed by the Board, considers expressions of interest and selects committee members in consultation with the Secretariat. The Board may renew or vary appointments at its discretion to support the effective functioning of the Committee.

Committee members must remain current financial members of SCA (NSW) for the duration of their appointment.

The Committee may also invite guests or subject matter experts to attend meetings where their insights would assist with education or event planning.

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## TERMS OF REFERENCE

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### 5. Activities

The Committee undertakes the following activities to support the professional uplift of strata management agents and the continuous improvement of industry practice:

- a. **Develop practical tools and resources:** Create, review, and refine templates, checklists, guidance notes, workflows, and operational tools that support members in implementing effective, ethical, and consumer-focused strata management practices.
- b. **Support risk-aware practice improvement:** Identify operational risks, recurring issues, and areas of uncertainty within strata management, and provide practical suggestions for tools or resources that strengthen supervision, communication, governance, and record-keeping systems.
- c. **Inform the Member Compliance Review Programme (MCRP):** Provide practical insights on common operational challenges and emerging themes that help the Secretariat to maintain and update MCRP guidance materials, self-assessment questions, and advisory notes.
- d. **Promote ethical and professional conduct:** Provide examples, scenarios, and practical tools that assist members in understanding and applying the SCA (NSW) Code of Ethics in everyday decision-making, including managing conflicts of interest, ensuring transparency, maintaining professionalism, and enabling effective communication.
- e. **Provide sector insights into emerging issues:** Consider feedback and data from the Secretariat, including MCRP trends, new challenges, practitioner needs, and resource recommendations to support consistent, high-quality practice.
- f. **Collaborate with the Secretariat and other committees:** Collaborate with the Secretariat, Policy & Legislative Committee, and Education Committee to ensure that developed resources align with legislative requirements, industry best practices, and SCA (NSW)'s governance and risk management frameworks.
- g. **Contribute to continuous improvement:** Recommend updates to existing guides, templates, and advisory materials based on member feedback, changes in legislation, emerging risks, or insights arising from the MCRP, consumer enquiries, or sector developments.

### 6. Reporting and Recommendations

The Committee provides advice, insights, and recommendations to the SCA (NSW) Board through the Secretariat. Recommendations are only advisory and do not bind the Association unless the Board formally approves them.

When relevant, the Committee may also provide updates or suggest resource improvements to other SCA (NSW) committees to assist with coordination, avoid duplication of work, and ensure consistency across the Association's professional standards, education, and policy activities.

# PROFESSIONAL STRATA MANAGERS COMMITTEE

## TERMS OF REFERENCE

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### 7. Frequency of Meetings:

The Committee plans to meet every second month, or more frequently if needed, to ensure the timely development of resources and advice. Meetings may be held in person, online, or in a hybrid format, as decided by the Chair after consulting the Secretariat.

The Secretariat provides administrative support to the Committee, including organising meeting arrangements, preparing agendas, taking minutes, and distributing relevant papers. The Chair may invite guests or subject matter experts to attend meetings where expert input would benefit the Committee's work.

Committee decisions are made by consensus where possible. Where a decision is required, the outcome will be determined by a majority of the Committee members present at the meeting.

### 8. Conflicts of Interest

Committee members must act impartially and in SCA (NSW)'s best interests. Any actual or perceived conflict of interest should be declared as soon as possible. The Chair will determine how to manage any declared conflict, which may include asking the member to abstain from participating in the discussion.

### 9. Review of the Terms of Reference

These Terms of Reference will be reviewed annually, or more frequently if needed, to ensure they remain current and aligned with the Association's governance, strategic priorities, and legislative requirements. The SCA (NSW) Board must approve any modifications to the Terms of Reference.