

# STRATA SERVICES COMMITTEE

## TERMS OF REFERENCE

---

### 1. Background

The Strata Services Committee is established under the SCA (NSW) Constitution to provide structured advice to the Secretariat and the Board. The Committee gathers expertise from the service provider sector to support SCA (NSW)'s efforts in enhancing industry standards, developing resources, and offering practical guidance for members. Its role complements the broader governance framework and fosters collaboration with other committees where service-related issues affect education, policy, professional standards, or consumer outcomes.

### 2. Scope

The Committee provides strategic advice and practical insights into the work of strata service providers, ensuring that SCA (NSW)'s resources, guidance, and advocacy align with current operational realities. Its focus is on identifying sector-wide trends, risks, and opportunities that affect service quality, safety, and consumer experience.

The Committee's work influences the development of SCA (NSW)'s best practice materials, promotes collaboration across committees, and supports consultation processes on issues affecting service providers. Its role is purely advisory and does not include compliance, enforcement, or disciplinary functions.

### 3. Composition

The Committee generally comprises a maximum of 8 members and includes:

- Chair, appointed by the Board
- Strata Services Members of SCA (NSW)
- One representative of the SCA (NSW) Secretariat
- One Director appointed by the Board

Members are selected based on their professional expertise, industry experience, and capacity to contribute to the development of practical guidance and best-practice resources for the service provider sector.

### 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.

# STRATA SERVICES COMMITTEE

## TERMS OF REFERENCE

---

### 5. Activities

The Committee undertakes the following activities to promote high-quality, safe, and consistent service delivery within the strata sector and to improve the operational interface between service providers, strata managers, and consumers:

- **Develop practical tools and resources:** Create, review, and refine templates, checklists, and operational tools that assist strata managers, committees, and service providers in managing day-to-day processes efficiently and consistently.
- **Strengthen professional and industry standards:** Providing advice on sector-wide best practices, including transparency, communication, contractor compliance, and safety obligations. Contribute to the development of SCA (NSW) guidelines and standards that set clear expectations for service provider engagement.
- **Identify risks and emerging issues:** Monitor sector-wide trends, operational pressures, and emerging risks to provide insights that inform SCA (NSW)'s continuous improvement activities.
- **Contribute to consultation and policy development:** Provide technical and operational insights to support the Secretariat with policy submissions, legislative reviews, and external consultations related to building safety, service provider responsibilities, maintenance standards, and similar industry issues.
- **Strengthen the value and relevance of SCA (NSW) for service providers:** Advise the Secretariat on measures that enhance the practical value, support, and engagement offered to Strata Services Members and sponsors, including identifying opportunities to improve guidance, education, resources, and industry connections, to ensure the Association continues to meet member needs and stays relevant.
- **Inform continuous improvement across SCA (NSW):** Offer practical suggestions to include service provider views in SCA (NSW)'s education, policy, and standards work. Work with other committees when service issues connect with professional standards, education, or legislative updates.

### 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.

# STRATA SERVICES COMMITTEE

## TERMS OF REFERENCE

---

### 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.