



strata  
community  
association®

# STRATA MANAGEMENT PRACTICE STANDARD

## Stage 1 Participant Checklist

**Business Name** :  
**Responsible Officer** :  
**Date** :

<b>A. Strata Management Business Procedures</b>	<b>Y</b>	<b>N</b>	<b>Comments</b>
Is your business a current financial member of SCA?			
Has your business been a member of SCA for more than 2 years?			
Has your business previously been suspended from SCA membership? (cannot have been suspended in last 2 years)			
Has your business previously had SCA membership terminated? (cannot have been terminated in last 5 years)			

<b>B. Strata Manager Accreditation</b>			
Is your appointed Responsible Officer SCA Level 2 Accredited (CSCM)?			
Is your Responsible Officer implementing and overseeing the Strata Management System within the Business?			
Is your business providing your strata manager employees with the necessary support to enable them to achieve SCA Accreditation? (50% of your strata managers must have Level 1 accreditation (ASCM) with the first 2 years)			

<b>1. Strata Management Business Practice Manual</b>	<b>Y</b>	<b>N</b>	<b>Comments</b>
Have you finalized your strata management practice standard manual?			
Is your Manual made available to all staff?			

2. Strata Management Business Procedures	Y	N	Comments
Have you made all your staff aware of the SCA Code of Conduct?			
Have you placed the Code of Conduct in an easy access location for your staff?			
Does your Business have a Due Care and Diligence procedure?			
Have you made the relevant Act's, Legislations and Regulations available to all staff?			
Is your business complying with Federal and State legislations/laws?			
Has your business demonstrated that the strata managers' actions (e.g., arranging maintenance) are in accordance with instructions and/or authority provided by the council of owners, by owners at a general meeting or included in the strata management agreement?			
Do you have a procedure for identifying, declaring and managing a perceived conflict of interest?			
Does your Business have written contracts with all parties?			
Are business activity reports available in relation to the strata communities under management?			
Does your business have a procedure in place to have the strata community accounts under their management audited by an independent registered auditor at least once in each 12-month period?			
Does your business have appropriate insurance (workers compensation/public liability/ professional indemnity)?			

3. Strata Community Management	Y	N	Comments
Does your business have a strata management agreement for strata communities under management?			
Does your agreement outline a clear schedule and fees?			
Does your agreement clearly set out all commissions or remuneration payable for insurance policies or other contract services?			

Does your agreement clearly set out any conflicts of interest?			
Does your agreement clearly set out termination requirements including early termination?			
Does your agreement set out a dispute resolution procedure and are all proposed actions required to be provided in writing?			
Does your business have a procedure for obtaining insurance quotes for strata community clients?			
Does your business have a procedure for strata community clients to consider other uninsured exposures?			
Does your business have a procedure for recommending a valuation of the building and common property to be commissioned by a qualified valuation company at least every 5 years?			

<b>4. Strata Community Documents</b>	<b>Y</b>	<b>N</b>	<b>Comments</b>
Does your business have a records management procedure?			
Does your procedure demonstrate that the records are maintained securely?			
Does your procedure detail the records to be maintained and applicable time limits that apply?			

<b>5. Other Procedures</b>	<b>Y</b>	<b>N</b>	<b>Comments</b>
Does your business have a procedure for minuting strata community meetings?			
Does your procedure detail the timing of all meetings, personnel who are to attend meetings and the required agenda?			
Does your business have a handover procedure detailing the methods to be applied when a strata community is handed over to another strata manager (agreement is terminated)?			
Does your business have an induction procedure for new staff members including training on the SMPS Manual?			
Have all your personnel undergone inductions?			
Are training records maintained?			
Does your business have a complaints procedure?			

Can your business demonstrate that complaints have been responded to and followed up in writing?			
Does your business have a technology and cyber-technology procedure that details the use of the company's computer system?			
Does your procedure address virus detection, protection and the electronic storage of records?			
Does your business have a privacy policy?			
If your business is required, is the policy in accordance with the Privacy Act (1988) and details how a person's information will be secured and who may have access to that information and for what reasons?			
Does your business have a policy for the promotion of good mental health and well-being?			
Does your business have, and implement, a procedure for creating and maintaining a safe and healthy working environment wherever the business is active?			
Does your business have a procedure that acts as a framework for good communication internally amongst staff members and externally with clients and other parties that the Business associates with?			