CODE OF PROFESSIONAL CONDUCT

1. Preliminary

The recognition attached to being a member of Strata Community Association (Vic) Inc. [SCA (Vic)] depends on the reputation of its members. Each member must maintain the high standard of ethical behaviour and professional conduct required by SCA (Vic).

2. Definitions

a. "Board" means the governing Board of SCA (Vic) acting in accordance with the Constitution

b. "Constitution" means the Constitution of SCA (Vic)

c. "Client" means individuals, firms, organisations, and owners corporations who utilise members' services

d. "SCA (Vic)" means Strata Community Association (Vic) Inc.

e. "Logo" means any symbol approved by SCA (Vic) as an identifying mark of SCA (Vic)

f. "Member" means a person or company admitted to membership of SCA (Vic), in any category as defined in the Constitution

g. "SCA" means Strata Community Association

h. "Owners corporation" means an owners corporation as defined by the Subdivision Act 1988 and Owners Corporations Act 2006

i. "Owners Corporation manager" means a person or company who, for reward, exercises functions of an owners corporation

j. "Act" means the Subdivision Act 1988 and Owners Corporations Act 2006

k. "Regulations" means the Owners Corporations Regulations 2018

3. Principles

The code is not intended to cover all aspects of ethical conduct and professional practice. Appropriate conduct requires observance of unwritten conventions. As a general guide, members should at all times conduct themselves in a dignified and responsible manner consistent with the following principles:

Integrity

Members should be straightforward, honest and sincere.

Objectivity

Members must be fair and must not allow prejudice or bias to override their objectivity.

Independence

Members should be free, and should appear to be free, of any interest that might be regarded as being incompatible with integrity and objectivity, and should disclose any direct or indirect conflict of interest.

Technical Standards

Members should carry out their work in accordance with the technical and professional standards relevant to that work.

Competence

Members have a duty to maintain their level of competence. They should only undertake work which they can expect to complete competently and in a timely manner.

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4. **Logo**

Members may display the SCA (Vic) members logo, but must comply with the rules regarding display of the SCA (Vic) members logo advised from time to time by the Board.

5. **Secret Commission**

Members must not directly or indirectly pay or accept an undeclared commission in any form.

6. **Ethical Conduct**

    a. A member must refrain from any conduct that might bring discredit to SCA (Vic), or its members.

    b. It is unethical for a member to induce or attempt to induce a breach of contract between a Client and its owners' corporation manager.

    c. A member must not denigrate another member, nor any individual, company or profession in general.

7. **Co-operation**

    a. A member must fully co-operate with the SCA (Vic) Complaints Process & comply with all requests & timeframes as set. Failure to do so may result in suspension of Membership

8. **Delivery of Books and Records**

    a. If a member ceases to be an owners corporation manager for a Client, they must, within 28 days, return to the secretary or chairperson of the owners corporation, all records and funds of the owners corporation

    b. The member must produce records upon request from an authorised representative of the Client, and must co-operate in the transfer of all types of records which are the property of the Client, including without limitation, electronic records.

9. **Advertising**

Members must not advertise in a way which:

    a. Creates false or unjustified expectations of favourable results; or

    b. Consists of self-laudatory or misleading statements that are not based on verifiable facts;

    c. Contains unidentified testimonials.

10. **SCA Code**

SCA (Vic) is a corporate member of Strata Community Association (SCA) and it is intended that this code be consistent with the Code of Conduct of SCA.

11. **Additional Requirements**

    a. A member shall at all times observe the Constitution of SCA (Vic) and any other guideline or standard formally approved and adopted by SCA (Vic).

b. A member must at all times conduct their owners corporation business in accordance with the Subdivision Act 1988, Owners Corporations Act 2006 and Owners Corporations Regulations 2018.

c. Members are expected to promote the aims and objectives of SCA (Vic) and strive for the highest degree of professionalism in the practice of owners corporation management

d. Members are expected to be active in SCA (Vic) and willingly share with fellow members the lessons of their experience

e. A member shall be responsible for actions of their employees in their business relations with fellow members and clients

f. If a member attends a meeting of an owners corporation managed by another owners corporation manager, that the visiting owners corporation manager shall at the first available opportunity disclose their name, their company and their reason for attendance at the meeting (e.g. proxy, invitation, etc.).

12. **Continuing Professional Development (CPD)**

a. Members must conform to any CPD training as may be required by the Board from time to time to retain membership of SCA (Vic) or the appropriate chapter

b. Members must conform to any additional CPD training as may be required by their professional or trade association.

13. **Discipline**

If the Board resolves to discipline a member, the Board must implement the procedure provided in the Constitution.

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