



A photograph of a group of people sitting around a table in a meeting room. A woman with glasses and a colorful scarf is laughing, while a man next to her is smiling. Another person is partially visible on the left, and a large blue object is in the foreground on the right. The background shows a cityscape through a large window.

BEST PRACTICE GUIDE

Meeting Conduct Protocol for Strata Company Meetings

Last Updated: June 2025



This **best practice guideline** is created to provide guidance for the orderly conduct of strata company meetings in accordance with the *Strata Titles Act 1985* (WA), the strata company's by-laws and the expectations of SCA (WA)'s professional standards. It is designed to ensure respectful engagement, facilitate productive discussion, and protect attendees from disruptive behaviour.

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Conducting Strata Company Meetings is an integral part of strata living but challenges can arise that affect the meetings productivity. The Strata Community Association WA (SCA (WA)) would like to provide some information to aid you in conducting effective Strata Company Meetings.

Meeting Participation

Who May Attend

Only eligible owners, duly appointed proxy holders, and invited guests (as approved by the meeting) may attend.

Speaking Rights

- Only one person may speak at a time, and only when recognised by the Chair.
- Participants must limit their comments to matters on the agenda.
- Speaking time is limited to 2 minutes per person on each motion, unless otherwise approved.
- A speakers list may be used to manage turn-taking.

Behavioural Expectations

All attendees must:

- Treat others with courtesy and respect;
- Follow the meeting agenda and refrain from off-topic interjections;
- Avoid raised voices, threats, or aggressive gestures;
- Refrain from interrupting others, including the Chair;
- Follow all directions issued by the Chair or meeting facilitator.

Disruptive conduct includes but is not limited to when an individual:

- Repeatedly interrupts or speaks over others;
- Refuses to follow agenda protocols or speaks out of turn;
- Uses aggressive, intimidating, or threatening behaviour;
- Attempts to derail the meeting or dominate proceedings;
- Misuses procedural rules (for example, excessive points of order);
- Rehashes previously resolved or irrelevant matters.

Role of the Chair

The Chair is responsible for:

- Maintaining order throughout the meeting;
- Ensuring all voices are heard within the rules;
- Issuing warnings to disruptive participants;
- Ejecting individuals if they fail to comply with behavioural expectations;
- Adjourning the meeting if order or safety cannot be restored.

Warning and Removal Process

Disruptive behaviour will be managed using a three-step approach:

- **First Warning** – A clear request that the disruptive behaviour cease.
- **Final Warning** – Advice that further disruption will result in removal.
- **Removal** – Ejection from the meeting or meeting adjournment.

Dispute Management

Concerns about meeting conduct can be raised after the meeting by:

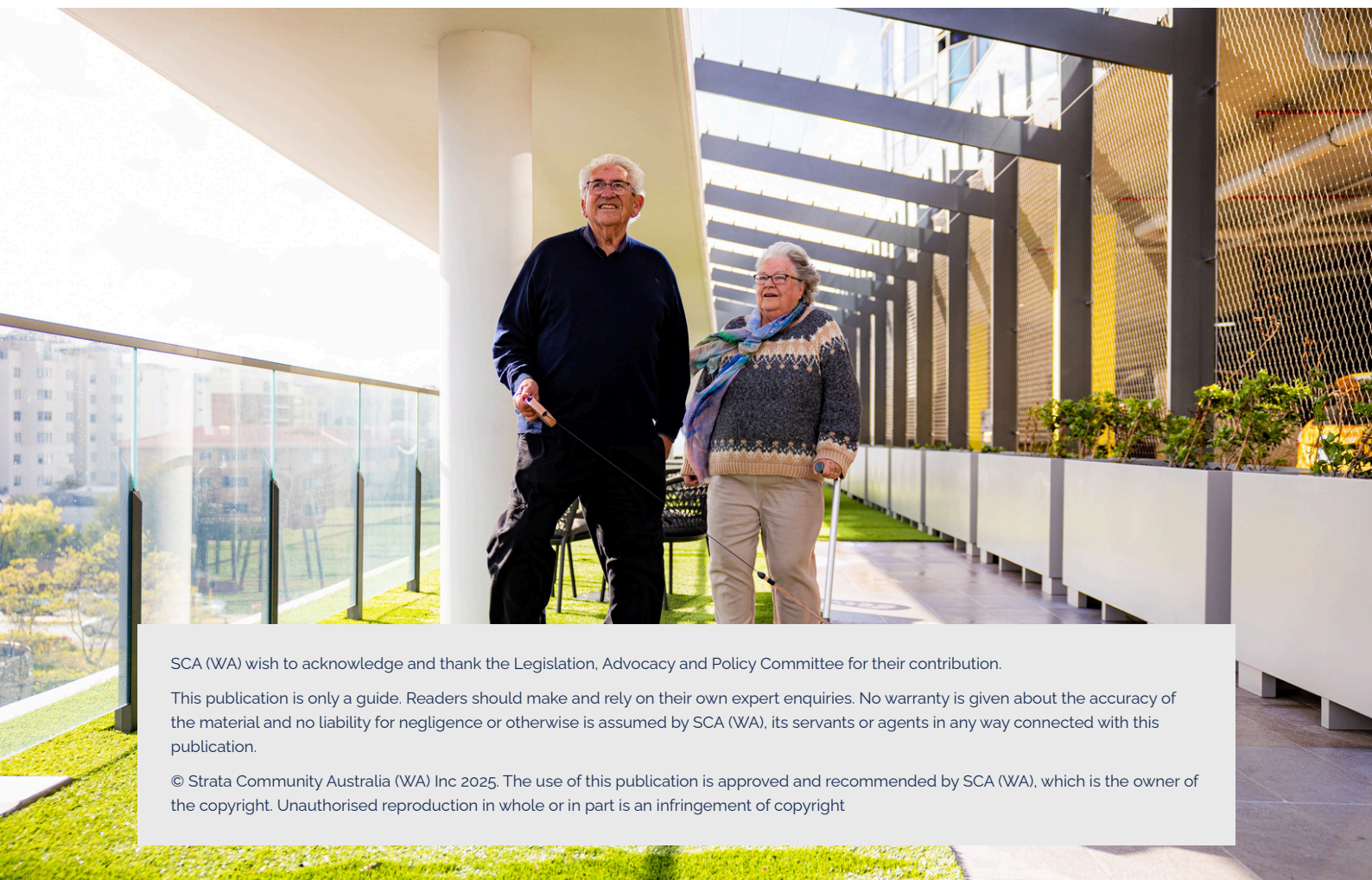
- Emailing the Strata Manager or Council as appropriate;
- Submitting a formal complaint if misconduct is alleged;
- Applying to the State Administrative Tribunal (SAT), where appropriate.

Recording and Media

- Meetings may be recorded by the Strata Manager or Secretary for minute-taking purposes.
- No other recordings are permitted without prior approval from the meeting.
- External observers or guests are not permitted unless expressly authorised by the meeting.

Acknowledgement

By attending this meeting, participants agree to abide by this Protocol and understand that failure to do so may result in removal or restriction on attending future meetings.



SCA (WA) wish to acknowledge and thank the Legislation, Advocacy and Policy Committee for their contribution.

This publication is only a guide. Readers should make and rely on their own expert enquiries. No warranty is given about the accuracy of the material and no liability for negligence or otherwise is assumed by SCA (WA), its servants or agents in any way connected with this publication.

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