

STRATA COMMUNITY EXCELLENCE AWARDS 2025

Nominations Kit

Across eleven categories,
the annual **SCA (WA)**
**Strata Community
Excellence Awards**
recognises and rewards
businesses and
individuals who make a
significant contribution to
the strata industry and
community

Participating in the CHU SCA (WA) Strata Community Excellence Awards 2025 allows you to highlight your most outstanding qualities, biggest successes, and most innovative initiatives.

Each and every organisation, individual and committee within the strata community is unique but are all striving to reach the same goal – excellence.

Excellence is a journey and not a destination. To help with this journey the annual CHU SCA (WA) Strata Community Excellence Awards provides a means of measuring and benchmarking within our sector in WA.



2025 AWARD

CATEGORIES

Essay Award

Recognising the author of an exceptional essay that sheds light on critical, innovative and emerging issues in the strata sector. Essays demonstrate unique and interesting insight, innovation and lived experience with an emphasis on authenticity, understanding of the challenges and opportunities or ideas for solutions that contribute to the sector.

Open to: Strata Management and Strata Service individual members.

[Eligibility criteria](#)

Support Team Member Award

Recognising the people behind the scenes in a management or supplier business who have made an outstanding contribution to the success of their team.

Open to: Strata Management and Strata Service individual members.

[Eligibility criteria](#)

Strata Community Manager

Rising Star Award

Showcasing new entrants to the strata profession who have shown outstanding progress early in their career.

Open to: Strata Management individual members.

[Eligibility criteria](#)

Strata Community Manager Award

Acknowledging strata community managers who have demonstrated excellence in customer service, a commitment to professional development, business acumen, and innovative ideas.

Open to: Strata Management individual members.

[Eligibility criteria](#)

Senior Strata Community Manager Award

Recognising senior strata community managers who have demonstrated deep sector knowledge and specialist expertise, excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

Open to: Strata Management individual members.

[Eligibility criteria](#)

Strata Community Management

Leadership Award

Celebrating leaders in strata community management businesses who have achieved excellent business results through the development and leadership of their people.

Open to: Strata Management individual members.

[Eligibility criteria](#)



Strata Services Business Award

Recognising strata services businesses that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Open to: Strata Service Corporate Members

[Eligibility criteria](#)

Environmental, Social & Community Impact Award

Celebrating groundbreaking innovation and social responsibility within the sector, shining a light on businesses that have spearheaded initiatives – whether through cutting-edge products, distinct services, forward-thinking partnerships, or pioneering policies and processes – that pave the way for a more sustainable, equitable and improved global community.

Open to: Strata Management and Strata Service corporate members.

[Eligibility criteria](#)

Strata Community Management Small Business Award

Celebrating small-scale strata community management businesses (less than 1,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Open to: Strata Management corporate members.

[Eligibility criteria](#)

Strata Community Management Medium Business Award

Recognising medium-scale strata community management businesses (more than 1,500 and less than 6,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Open to: Strata Management corporate members.

[Eligibility criteria](#)

Strata Community Management Large Business Award

Acknowledging large-scale strata community management businesses (more than 6,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Open to: Strata Management corporate members.

[Eligibility criteria](#)



2025 AWARD KEY DATES



Submissions Open

Thursday 12 June 2025

The SCA (WA) Strata Community Excellence Awards 2025 Submission portal opens

Submissions Close

10:00am

Monday 15 September 2025

The SCA (WA) Strata Community Excellence Awards 2025 Submission portal closes.

Judging

26 September - 17 October 2025

After an initial review to ensure submissions have provided relevant information and met the entry criteria, written submissions are distributed to the judging panel for review and scoring.

Interviews

27 - 31 October 2025

Finalists for each category will participate in a 15-minute interview with the judges.

Finalists Announced

3 November 2025

The top four submissions from each category will be selected as the finalist for the category and invited for an interview with the judges.

Winners Announced

21 November 2025

The winners of the SCA (WA) Strata Community Excellence Awards 2025 will be announced at the Awards Gala on Friday 21 November.

Award Winners Lunch

Early 2026

SCA (WA) will invite the Award category sponsors and winners to a celebratory lunch.

SCA Australasia Awards

22 April 2026

Winners of the CHU SCA (WA) Strata Community Excellence Awards 2025 will be entered as finalists for the National SCA Australasia Awards which will be announced at the National Conference in Adelaide



ENTRY REQUIREMENTS

Submission document

This is your written response to the assessment criteria and is weighted at 60% of your overall score that will be assessed by the judges. Word limit is strictly set out in the assessment criteria. Please structure your answers according to the assessment criteria. The use of photos, graphics, tables and charts is encouraged.

It is recommended you type your written response in a word document first and then copy into the submission form.

Submission form

You must verify all eligibility criteria online for each entry category you are entering. You must NOT use a submission from a former year.

Images

Please provide up to three high quality jpeg images (300dpi minimum) for promotional purposes. Images do not form part of the assessment but will be used for promotional purposes during the awards presentation, publications, and digital/social media.

Please do not include your logo in these images – logos will not be accepted.

Supporting images

You may submit up to 5 images to support your entry and better illustrate its impact and results. Examples include reports, testimonials, media coverage, analytics, photos, videos and so forth. It is essential that all supporting images be referenced within your submission.

Peer Nomination

Nominate an SCA Member worthy of receiving an award, please complete the Peer Nomination form and SCA will invite the nominated entrant to make a submission.

SUBMITTING YOUR ENTRY

Completed entries must be submitted via our electronic Awards Force Platform only by 10:00am on Monday 15 September 2025

Submit here





AWARD PROCESS

Entries

Entrants complete and submit their entry, including a signed nomination form, before 10:00am Monday 15 September 2025.

Screening

Submission will be screened to confirm they comply with the eligibility criteria.

Judging

Once submissions are confirmed to be eligible, they are distributed to the judging panel to be reviewed and scored.

Judges independently review and score each submission and then these scores are combined and averaged to determine a final "written score".

The four highest scoring applicants, meeting a minimum gateway score of 70%, will be shortlisted as finalist and invited for interviews.

Note: On occasions where the final written scores are particularly close, the number of finalists may be increased.

Scheduling

The primary contact person for each of the shortlisted entrants for each category (excluding Essay Award) will be contacted to arrange an interview with the judging panel.

Interviews will take place between Monday 27 October 2025 to Friday 31 October 2025 via video conference. A representative from the shortlisted entrants must be available for an interview during this period.

Once the entrants for each category are determined, calendar invites are sent to secure the interview time.

Interviews & final scoring

At the interviews, judges will discuss items from the submission they would like the entrant to provide greater detail on.

The judges will provide an individually score for each interview, which will be combined and averaged to provide a final "interview score."

Following the interviews, the written and interview scores are combined with a 60% weighting on the written score and 40% weighting on the interview score.

The highest "weighted" score will determine the winner of the category.

Announcement

The winners will be announced at the 2025 CHU SCA (WA) Strata Community Awards gala dinner on Friday 21 November 2025 at the Fremantle Esplanade Hotel.

Privacy & confidentiality

All information provided in entrants submissions will be treated as private and confidential.

Judging panel

The judging panel will consist of individuals from other regions who have exposure to the sector and a great interest in fostering excellence including Honorary Fellows, Life Members, Fellows and Accredited members with long tenure.

The judging panel complete confidentiality and conflict of interest agreements with SCA (WA) for their role as judges. Any conflicts of interest of judges with applicants/finalists result in the judge's withdrawal.

The judge's decisions are final.





ASSESSMENT CRITERIA & **WEIGHTINGS**

Key Points to remember

- 1.** Be clear and succinct – include the key information you would like the judges to know about.
 - 2.** Ensure you review and adhere to the word count of each criteria and the overall submission. A 10% margin is allowed and references and citations are excluded.
 - 3.** Read the criteria carefully and ensure you are answering the questions.
 - 4.** Use of AI tools (e.g. ChatGPT) for drafting is discouraged. Entries suspected to be AI-generated with minimal personal input may be disqualified or have their scores amended.
 - 5.** Where applicable, distinguish between approaches/processes/education contributed by a parent corporate as opposed to those that are representative of your own unique approach and style or by your brand/branch.
 - 6.** If you include information about another organisation, individual, or property in any way that may be challenged, you are required to provide SCA with the third-party authority.
 - 7.** If there is a negative reference to a third party, it will be omitted prior to the judging process.
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ASSESSMENT CRITERIA & **WEIGHTINGS**

Essay Award

Recognising the author of an exceptional essay that sheds light on critical, innovative and emerging issues in the strata sector.

Essays demonstrate unique and interesting insight, innovation and lived experience with an emphasis on authenticity, understanding of the challenges and opportunities or ideas for solutions that contribute to the sector.

Eligibility: This award is open to Strata Management and Strata Service individual members who meet the eligibility criteria

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Word Count: 1,000 words (with up to 10% margin), excluding references and citations

Essay topics must address one of the below topics themes relevant to the strata sector:

- Leadership & Professionalism
- Communication, Conflict & Community
- Innovation & Sustainability
- Risk, Ethics & Reputation
- Business Models & Affordability

Exploration of Topic (40%)

- Your essay should demonstrate a profound exploration of the chosen topic. Dive into various dimensions, considering diverse perspectives and implications.
- Connect your topic with issues crucial to our community. Highlight its significance within our context and its potential impact on our collective well-being.
- Offer unique insights or perspectives that enrich understanding or provoke critical reflection within the stratum community.

Effective Communication (25%)

- Ensure your arguments are presented logically and coherently. Make it easy for the reader to follow your train of thought. Ensure you have a clear introduction and conclusion.

- Captivate your audience with a clear purpose, compelling narratives, examples, or rhetorical devices. Sustain their interest throughout the essay. Humour or personal flair are welcome.
- Support your claims with evidence, reasoning, and logical progression. Persuade your audience through the strength of your arguments.

Grammar & Spelling (20%)

- Essays to display a high standard of written English with grammatical accuracy and syntactical proficiency. Craft sentences that are clear, concise, and free from errors.
- Pay attention to standard spelling and punctuation conventions. Maintain consistency in punctuation, capitalisation, and spelling throughout your essay.
- Ensure a harmonious flow of language that enhances readability and professional presentation. Maintain consistency in style and tone throughout your writing.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Authenticity & Originality (15%)

- Ensure your essay reflects personal thought, real experience or genuine analysis.
- Use of AI tools (e.g. ChatGPT) for drafting is discouraged. Essays will be evaluated for signs of over-reliance on generic content. Entries suspected to be AI-generated with minimal personal input may be disqualified or have their scores amended.
- Where applicable, sources (e.g. legislation, reports, news, academic work) must be cited accurately. Any referencing style is acceptable if used consistently. Plagiarism will result in disqualification.

Eligibility

- Entry is open to current members of all categories in WA.
- Must NOT have a Code of Ethics complaint upheld against them over the last 2 years at time of nomination.
- Must be an original essay that has not been entered in any other Strata Community Awards in any of the SCA regions in the current or previous year(s).
- The winner of this award category will progress to the 2025-26 SCA Australasia as a Finalist subject to meeting the T&Cs.
- Entrants confirm by submitting their Essay, permission is granted for the Essay to be published across SCA platforms at SCA discretion.

Example essay topics

Below is a list of potential essay topic titles for each of the themes. Applicants are welcome to use any of these or develop their own from within a theme area.

Leadership & Professionalism

- Professionalism in Strata – Setting Standards and Building Trust
- The Evolution of the Strata Manager – From Administrator to Strategic Advisor
- Accreditation and Education as Foundations of Professional Strata Practice

Communication, Conflict & Community

- Turning Conflict into Cooperation in Strata Communities
- Improving Transparency and Owner Participation in Strata Governance
- Creating Inclusive and Diverse Strata Communities That Work for Everyone

Innovation & Sustainability

- The Future of Strata Management in a Tech-Driven World
- Practical Steps Towards More Sustainable Strata Communities
- Reflections on My Journey in Strata Management

Risk, Ethics & Reputation

- Lessons from Managing Risk in Strata Communities
- Navigating Ethical Grey Areas in Strata Management
- Changing the Narrative Around Strata Management in the Public Eye

Business Models & Affordability

- Making the Shift from Commissions to Transparent Fee-for-Service Models
- Balancing Affordability and Quality in Strata Services

Essay Award

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ASSESSMENT CRITERIA & **WEIGHTINGS**

Support Team Member Award

Recognising the people behind the scenes in a management or supplier business who have made an outstanding contribution to the success of their team.

Eligibility: Strata Management and Strata Service individual members, who meet the eligibility criteria.

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Customer Service (25%)

300-word limit

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went "over and above" to achieve a positive outcome for your team.
- Explain your approach to dealing with challenging situations within your team and provide an example of where you have achieved a win-win outcome.
- Responses are also to address service to internal customers.

Goals & Results (25%)

300-word limit

- Explain the goals set for your team this past year and in what ways your support contributed to your team achieving those goals.
- Provide an example(s) of your proudest achievement(s) this year.

Collaboration (25%)

300-word limit

- Explain how collaborating with others has helped you achieve your results.
- Describe how you have adjusted your style and approach in order to work effectively with different stakeholders.

Innovation (25%)

300-word limit

- Describe how you have introduced improvements to systems and/or processes in order to achieve greater efficiencies in your team.
- Explain how your support helped to ensure the successful implementation of an innovation/new initiative within your organisation.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be an employee of a current SCA (WA) Strata Management Member or Strata Services Member and the Corporate must hold membership in WA for at least one (1) year at time of nomination.
- Must have worked for their current employer for at least nine (9) months
- Cannot be currently employed as a strata community manager, i.e., directly managing a portfolio or, if in a supplier business, in a relationship or business development role.
- Entrants must be available for online interview at a time specified by SCA (WA).
- Must provide a Declaration form from your direct supervisor, confirming they approve your nomination and confirming the information provided in the Awards submission is true and accurate.
- Must include two (2) colleague references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia as a Finalist subject to meeting the T&Cs.

Support Team Member Award

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ASSESSMENT CRITERIA & **WEIGHTINGS**

Strata Community Manager Rising Star Award

Showcasing new entrants to the strata profession who have shown outstanding progress early in their career.

Eligibility: Strata Management individual members who meet the eligibility criteria.

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Customer Service (40%)

500-word limit

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went "over and above" to achieve a positive outcome for an owner or Strata Community.
- Explain your approach to dealing with difficult customers and provide an example of when you have been able to convert a disgruntled customer to a satisfied one.

Overcoming Challenges (30%)

400-word limit

- Explain what you found most challenging in learning to become a professional strata manager. Provide examples of what you have done to approach and overcome these challenges.
- Describe an issue or problem that surfaced in one of the schemes that you manage (or assist in managing), or in the organisation in which you work, and how it was resolved. Explain how you contributed to the resolution of the problem, the steps you took, and the result.

Professional Development & Goals (30%)

300-word limit

- Explain the professional development you have undertaken over the past year.
- Explain any learning/development activities undertaken in addition to the standard SCA CPD.
- Explain what you are most proud of in your career to date and why.
- Describe the goals you set for yourself for the next three (3) years and how you plan to achieve them.
- Describe what success will look like for you in three (3) years' time.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must have been practising as a strata community manager for no more than two (2) years at time of nomination.
- Must have worked for their current employer for at least nine (9) months.
- Must not be a former Rising Star Award winner in WA or any other State.
- Must be a current employee of an SCA (WA) Strata Management Member and the Corporate must hold membership in WA for at least two (2) years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last 12 months.
- Entrants must be available for an online interview at a time specified by SCA (WA).
- Must provide a Declaration form from your direct supervisor, confirming they approve your nomination and confirming the information provided in the Awards submission is true and accurate.
- Must include three (3) client references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

**Strata Community Manager
Rising Star Award**

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ASSESSMENT CRITERIA & **WEIGHTINGS**

Strata Community Manager Award

Acknowledging strata community managers who have demonstrated excellence in customer service, a commitment to professional development, business acumen, and innovative ideas.

Eligibility: Strata Management individual members who meet the eligibility criteria.

Customer Service (25%)

400-word limit

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went "over and above" to achieve a positive outcome for an owner or Strata Community.
- Explain your approach to dealing with difficult customers and provide an example of when you have been able to convert a disgruntled customer to a satisfied one.

Overcoming Challenges (25%)

400-word limit

- Explain what you find most challenging in your role as a strata manager. Provide examples of what you have done to approach and overcome these challenges.
- Describe an issue or problem that surfaced in one of the schemes that you manage (or assist in managing), or in the organisation in which you work, and how it was resolved. Explain how you contributed to the resolution of the problem, the steps you took, and the result.

Business Acumen & Thinking Outside The Square (25%)

400-word limit

- Provide an example of what you have done in your role or for your organisation that demonstrates a high level of business acumen.
- Explain how you approached delivery of a service, activity or process differently in order to achieve a better result and why you did this and what the result was.
- Describe one thing that really sets you apart from other strata managers.

Professional Development & Goals (25%)

400-word limit

- Explain the professional development you have undertaken over the past 12 months.
- Explain any learning/development activities undertaken in addition to the accreditation CPD.
- Explain what you are most proud of in your career to date and why.
- Describe the goals you set for yourself for the next three (3) years and how you plan to achieve them.
- Describe what success will look like for you in three (3) years' time.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must have been practising as a strata community manager for more than 15 months at time of nomination.
- Must have worked for their current employer for at least nine (9) months
- Must be an SCA Accredited strata community manager (any level of accreditation).
- Must be a current employee of an SCA (WA) Strata Management Member and the Corporate must hold membership in SCA (WA) for at least two (2) years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last two (2) years at time of nomination.
- Entrants must be available for an online interview at a time specified by SCA (WA).
- Must not be in a supervisory role such as; Licensee-in-charge, Principal, Director, Associate Director, Partner, Branch Manager, Team Leader or Owner of a Strata Management Business.
- Must provide a Declaration form from your direct supervisor, confirming they approve your nomination and confirming the information provided in the Awards submission is true and accurate.
- Must include three (3) client references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist and subject to meeting the T&Cs.

Strata Community Manager Award

ASSESSMENT CRITERIA & **WEIGHTINGS**

Senior Strata Community Manager Award

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Recognising senior strata community managers who have demonstrated deep sector knowledge and specialist expertise, excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

Eligibility: Strata Management individual members who meet the eligibility criteria.

Customer Service (25%)

400-word limit

- Describe your philosophy/approach to customer service and provide real-life examples from your current role as evidence of your approach.
- Provide an example of when you went "over and above" to achieve a positive outcome for an owner or Strata Community.
- Explain your approach to dealing with difficult customers and provide an example of when you have been able to convert a disgruntled customer to a satisfied one.
- Answers to emphasise deep sector and technical knowledge in strata management.

Business Acumen & Thinking Outside The Square (25%)

400-word limit

- Describe what you have done in your organisation that demonstrates a high level of business acumen.
- Provide examples of how you have approached delivery of a service, activity or process differently in order to achieve a better result, why you did this and the result.
- Answers to emphasise deep sector and technical knowledge in strata management.

Professional Development & Goals (25%)

400-word limit

- Explain the professional development you have undertaken over the past 12 months.
- Explain any learning/ development activities undertaken in addition to the accreditation CPD.
- Explain what you are most proud of in your career to date and why.
- If you do have leadership responsibilities, explain how you have created a winning culture in your team or organisation. Describe the actions/activities/processes you and the team undertake to maintain this culture and explain how you quantified the results.
- Describe the goals you set for yourself for the next three (3) years and how you plan to achieve them.
- Describe what success will look like for you in three (3) years' time.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Contribution to the sector (25%)

400-word limit

- Provide examples of how you have contributed to the development of the Strata sector in one or more of the following areas, emphasising deep sector and technical knowledge in strata management:
 - Education and Professionalism
 - Leadership, coaching, and development of other strata professionals
 - Advocacy
 - Innovation
 - Corporate Social Responsibility

Eligibility

- Must have been practising as a strata community manager for more than two (2) years at time of nomination.
- Must be currently employed as a Senior Strata Manager or higher position and working in the role, for (9) months at time of nomination.
- Must be an SCA Accredited strata community manager (any level of accreditation).
- Must be a current employee of an SCA (WA) Strata Management Member and the Corporate must hold membership in SCA (WA) for at least two (2) years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last two (2) years at time of nomination.
- Entrants must be available for an online interview at a time specified by SCA (WA).
- May be in a supervisory role such as; Licensee-in-charge, Principal, Director, Associate Director, Partner, Branch Manager, Team Leader, or Owner of a Strata Management Business that is registered to operate in WA.
- If your role is operational, you must directly manage a minimum of 100 lots in WA.
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Must include three (3) client references of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025- 26 SCA Australasia Awards as a Finalist and subject to meeting the T&Cs.
- Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

Senior Strata Community Manager Award

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ASSESSMENT CRITERIA & **WEIGHTINGS**

Strata Community Management Leadership Award

Celebrating leaders in strata community management businesses who have achieved excellent business results through the development and leadership of their people.

Eligibility: Strata Management individual members in a leadership role who meet the eligibility criteria.

Leadership and People Development (40%)

500-word limit

- Explain your philosophy and approach to leadership, with examples of how you have utilised coaching, diversity, integrity and well-being to:
 - Developed others
 - Fostered a positive culture
 - Lead by example
 - Elevate the strata profession

Business Acumen & Innovation (30%)

500-word limit

- Detail how you have demonstrated business growth, operational improvements, or strategic decision-making.
- Explain how you have used innovative processes or "thinking outside the square" to solve problems and/or create new opportunities.

Effective Communication (30%)

- Ensure your arguments are presented logically and coherently. Make it easy for the reader to follow your train of thought.
- Captivate your audience with compelling narratives, examples, or rhetorical devices. Sustain their interest throughout your document.
- Support your claims with evidence, reasoning, and logical progression. Persuade your audience through the strength of your arguments.
- Write with grammatical accuracy and syntactical proficiency. Craft sentences that are clear, concise, and free from errors.
- Pay attention to standard spelling and punctuation conventions. Maintain consistency in punctuation, capitalisation, and spelling throughout your document.
- Ensure a harmonious flow of language that enhances readability and professional presentation. Maintain consistency in style and tone throughout your writing.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be in a supervisory role such as; Principal, Director, Associate Director, Licensee-in-charge, Partner, Branch Manager, Team Leader or Owner of a Strata Management Business and in that role for a minimum of nine (9) months at the time of nomination.
- Must be a current employee of an SCA (WA) Strata Management Member and the Corporate must hold membership in SCA (WA) for at least two (2) years at time of nomination.
- Must NOT have a Code of Conduct complaint upheld against them over the last two (2) years at time of nomination.
- Entrants must be available for an online interview at a time specified by SCA (WA).
- Must provide a Declaration form stating the information provided in the Awards submission is true and accurate.
- Testimonials are recommended and may be included of no more than one (1) page each (in addition to maximum word count). Testimonials are to include referee contact details, signature and be dated within the current awards season period. If testimonial is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist and subject to meeting the T&Cs.

**Strata Community Management
Leadership Award**



ASSESSMENT CRITERIA & **WEIGHTINGS**

Strata Services Business Award

Recognising strata services businesses that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Eligibility: Corporate Strata Services member organisations who meet the eligibility criteria.

Customer Service (20%)

300-word limit

- Explain how your organisation's approach to customer service sets your organisation apart in the sector and how you ensured that the needs of your key stakeholders are balanced and catered for effectively in the delivery of your services.

Leadership (20%)

300-word limit

Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):

- People/team leadership
- Thought leadership
- Community/corporate social responsibility leadership
- Customer

Professional Development (10%)

300-word limit

- Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Sector Contribution (10%)

200-word limit

- Describe how your organisation's activities across the year have contributed to the advancement of the sector in some way.

Goals & Results (20%)

300-word limit

- Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Innovation (20%)

300-word limit

Describe how your organisation has been innovative in any area of your business during the course of the year.

This could include:

- Delivery of services
- People management
- Technology
- Environmental, Social, and Governance initiatives (ESG) **
- Business systems; and
- Processes

**Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be a current SCA (WA) Corporate Strata Services Member for at least two (2) years at time of nomination.
- Must be registered to operate in WA.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last two (2) years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (WA).
- Must include three (3) client references from Strata Committees or Strata Management Businesses of no more than one (1) page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

Strata Services Business Award

ASSESSMENT CRITERIA & WEIGHTINGS

Environmental, Social & Community Impact Award

Sponsored By



Celebrating groundbreaking innovation and social responsibility within the sector, shining a light on businesses that have spearheaded initiatives – whether through cutting-edge [KS1] products, distinct services, forward-thinking partnerships, or pioneering policies and processes – that pave the way for a more sustainable, equitable and improved global community.

Eligibility: Corporate Strata Management and Corporate Strata Services member organisations who meet the eligibility criteria.

Goals (30%)

400-word limit

- Explain what you set out to achieve and why.
- Describe your innovation/initiative and how it helps to achieve the goal(s) you set.
- Explain how your innovation/initiative links to one or more of the [17 UN Sustainable Development Goals](#) (aka the Global Goals)**.

Greater Good (20%)

400-word limit

- Describe how your work or project could extend its reach or be used by others to help build a greener, fairer, better world by 2050.

Results (50%)

400-word limit

- Describe what you did (what, who, how) to transition your idea to reality.
- Explain how you have measured success and the impact your innovation/initiative had and upon whom.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be a current SCA (WA) Management Member or Strata Services Member for at least two (2) years at time of nomination.
- Must be registered to operate in WA.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last two (2) years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for online interview at a time specified by SCA (WA).
- Testimonials may be included of no more than one (1) page each (in addition to maximum word count). Testimonials are to include referee contact details, signature and be dated within the current awards season period. If testimonial is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist subject to meeting the T&Cs.

**Environmental, Social &
Community Impact Award**

Sponsored By



ASSESSMENT CRITERIA & WEIGHTINGS

Strata Community Management Small Business Award

Sponsored By



Celebrating small-scale strata community management businesses (less than 1,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Eligibility: Corporate Strata Management member organisations who meet the eligibility criteria.

Customer Service (20%)

300-word limit

- Explain how your organisation's approach to customer service sets you apart in the sector.

Leadership (20%)

300-word limit

- Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):
 - People/team leadership
 - Thought leadership
 - Community/corporate social responsibility leadership
 - Customers

Professional Development (10%)

300-word limit

- Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Sector Contribution (10%)

200-word limit

- Describe how your organisation's activities across the year have contributed to the advancement of the sector in some way.
-

Goals & Results (20%)

300-word limit

- Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Innovation (20%)

300-word limit

- Describe how your organisation has been innovative in any area of your business during the course of the year.
- This could include:
 - Delivery of services
 - People management
 - Technology
 - Environmental, Social, and Governance initiatives (ESG)
 - Business systems; and
 - Processes

**Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be a current SCA (WA) Strata Management Member for at least two (2) years at time of nomination.
- Must be registered to operate in WA and have less than 1,500 lots under management.
- Must employ at least one (1) SCA Accredited strata community manager (any level of accreditation) in the WA branch.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last two (2) years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (WA).
- Must include three (3) client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist and subject to meeting the T&Cs.
- Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

**Strata Community Management
Small Business Award**

Sponsored By





ASSESSMENT CRITERIA & **WEIGHTINGS**

Strata Community Management Medium Business Award

Recognising medium-scale strata community management businesses (more than 1,500 and less than 6,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Eligibility: Corporate Strata Management member organisations who meet the eligibility criteria.

Customer Service (20%)

300-word limit

- Explain how your organisation's approach to customer service sets you apart in the sector.

Leadership (20%)

300-word limit

- Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):
 - People/team leadership
 - Thought leadership
 - Community/corporate social responsibility leadership
 - Customer

Professional Development (10%)

300-word limit

- Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Sector Contribution (10%)

200-word limit

- Describe how your organisation's activities across the year have contributed to the advancement of the sector in some way.

Goals & Results (20%)

300-word limit

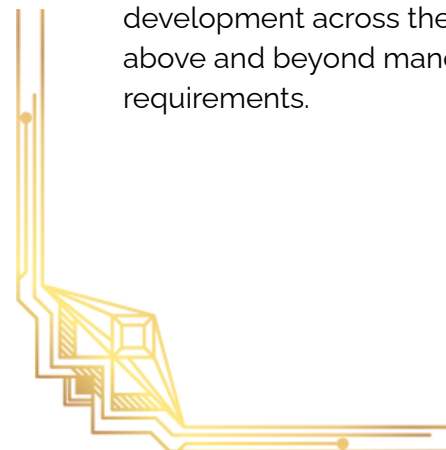
- Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Innovation (20%)

300-word limit

- Describe how your organisation has been innovative in any area of your business during the course of the year.
- This could include:
 - Delivery of services
 - People management
 - Technology
 - Environmental, Social, and Governance initiatives (ESG)
 - Business systems; and
 - Processes

**Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating.





ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be a current SCA (WA) Strata Management Member for at least two (2) years at time of nomination.
- Must be registered to operate in WA and have more than 1,500 and less than 6,500 lots under management.
- Must employ at least one (1) SCA Accredited strata community manager (any level of accreditation) in the WA branch.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last two (2) years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (WA).
- Must include three (3) client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist and subject to meeting the T&Cs.
- Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

**Strata Community Management
Medium Business Award**

ASSESSMENT CRITERIA & WEIGHTINGS

Strata Community Management Large Business Award

Sponsored By



Acknowledging large-scale strata community management businesses (more than 6,500 lots under management) that have achieved distinction through the development and implementation of strategies for service excellence with a focus on staff training, professional conduct and innovation.

Eligibility: Corporate Strata Management member organisations who meet the eligibility criteria.

Customer Service (20%)

300-word limit

- Explain how your organisation's approach to customer service sets you apart in the sector.

Leadership (20%)

300-word limit

- Describe your organisation's approach to leadership and how you have applied it across the various areas of leadership including (where applicable to your business):
 - People/team leadership
 - Thought leadership
 - Community/corporate social responsibility leadership
 - Customer

Professional Development (10%)

300-word limit

- Explain how your organisation has demonstrated a commitment to professional development across the course of the year, above and beyond mandatory statutory requirements.

Sector Contribution (10%)

200-word limit

- Describe how your organisation's activities across the year have contributed to the advancement of the sector in some way.

Goals & Results (20%)

300-word limit

- Explain the goals your organisation set for itself this year. Describe how your organisation went about achieving them and what the results were (both quantitative and qualitative).

Innovation (20%)

300-word limit

- Describe how your organisation has been innovative in any area of your business during the course of the year.
- This could include:
 - Delivery of services
 - People management
 - Technology
 - Environmental, Social, and Governance initiatives (ESG)
 - Business systems; and
 - Processes

**Environmental, Social & Governance (ESG) is a framework for understanding and measuring how sustainably an organisation is operating.



ASSESSMENT CRITERIA & **WEIGHTINGS**

Eligibility

- Must be a current SCA (WA) Strata Management Member for at least two (2) years at time of nomination.
- Must be registered to operate in WA and have more than 6,500 lots under management.
- Must employ at least one (1) SCA Accredited strata community manager (any level of accreditation) in the WA branch.
- Must NOT have a Code of Conduct complaint upheld against any employee over the last two (2) years at time of nomination.
- The directors of the organisation must not have had a conviction for a summary or indictable offence.
- Business representatives must be available for an online interview at a time specified by SCA (WA).
- Must include three (3) client references of no more than 1 page each (in addition to maximum word count). References are to include referee contact details, signature and be dated within the current awards season period. If reference is an email, a copy of the email must include the date received, the email which it was sent from, and a digital sign-off.
- The winner of this award category will progress to the 2025 - 26 SCA Australasia Awards as a Finalist and subject to meeting the T&Cs.
- Email SCA at accreditation@strata.community to be supported to achieve accreditation by the required timeframe.

**Strata Community Management
Large Business Award**

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Terms & Conditions of Entry

- To enter 2025 CHU SCA (WA) Strata Community Excellence Awards all applicants must read and understand the terms and conditions and complete the prescribed entry form for your chosen award category.
- All submissions are to be lodged via the Awards Platform and include the required information.
- All business award category submissions must include the author of the submission and their job title and whether they have the authority to enter the award on behalf of the business.
- A business/individual is eligible to enter multiple award categories, however you are required to lodge the prescribed entry forms for each of your chosen award categories.
- Entries must be from organisations or individuals with a substantial presence in WA, or projects that have been substantially undertaken within WA.
- Entrants can complete their own submission using the prescribed entry form.
- To nominate a peer, nominators are able to complete the Peer Nomination online form and SCA will invite the nominee to make a submission, for individual nominations, you may complete the full written submission on their behalf. The nominee will then proceed directly to the interview stage should they qualify as a finalist by lodging your submission, you agree to be bound by the Terms and Conditions of entry.
- Your entry must be submitted by 11.59pm time on the closing date Sunday 14 September 2025 The SCA Awards organisers accept no responsibility for unreceived, late or incomplete entries as a result of a technical problem. SCA (WA) reserves the right to declare any entry ineligible, if during the term of the award process your entry form is incomplete or deficient, false or misleading in any way. Entries that are found to be misleading may be withdrawn from the awards process. Judges may seek to verify the claims made in nominations. Unsubstantiated claims will render a nomination ineligible.
- SCA (WA) reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
- SCA (WA) and SCA reserves the right to withdraw a nominee or finalist from the Awards, if it is deemed in the best interest of the sector.
- All information provided in the entry form will be used for the purpose of judging only and will be treated as commercial-in-confidence by SCA (WA). Entries remain the property of the SCA Awards organisers and are not returned.
- If you are selected as a finalist, information provided in the entry (excluding financial information) may be used for the purpose of promoting the Awards and the entrant.
- By entering the awards, entrants agree for their photographs, profiles and other details to be used for promotional purposes.
- By entering the awards, entrants agree to act as ambassadors in promoting the awards and the profession if they are awarded as a winner or finalist and must present a professional image during SCA related engagements.
- All entries are judged by an independent panel appointed by SCA Australasia.
- Judges are required to sign a confidentiality agreement and disclose any conflict of interest.
- The judge's decision is final and is not subject to appeal.
- Due to the anticipated number of entries, feedback may not be provided on nominations submitted.
- All award submissions will be judged and are subject to meeting a gateway score. SCA (WA) may decide not to grant an award in a category where the gateway score is not met whether there are multiple entries or only one entrant.
- Winners are announced at the 2025 CHU SCA (WA) Strata Community Awards on Friday 21 November 2025.
- Promotional materials can't be added as support documents of the nominations.
- SCA (WA) reserves the right to check references are legitimate.
- The entrant (organisation or individual) must not have been prosecuted for a violation of any environmental, social or commercial law in Australia or overseas in the past five (5) years.

SCA (WA) winners progress to the 2024-2025 SCA Australasia Awards as a Category Finalist subject to meeting the SCA Australasia award entry T&Cs.

To be supported to achieve accreditation by the required timeframe (at time of nomination) email accreditation@strata.community.

For more information

nominations@strata.community

STRATA COMMUNITY EXCELLENCE AWARDS 2025

