

CHU SCA (WA) 2020  
STRATA COMMUNITY  
AWARDS  
NOMINATIONS KIT



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WA

# Celebrate Excellence

*The CHU SCA (WA) 2020 Strata Community Awards recognise and reward those who make a significant contribution to the strata industry and community.*

Participating in the CHU SCA (WA) 2020 Strata Community Awards 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 all striving for excellence. Excellence is a journey and not a destination. To help with this journey the CHU SCA (WA) 2020 Strata Community Awards provides a means of measuring and benchmarking within our industry in WA.

## CHU SCA (WA) 2020 Strata Community Awards

Event Date: Friday, 20 November 2020

Venue: Crown Perth

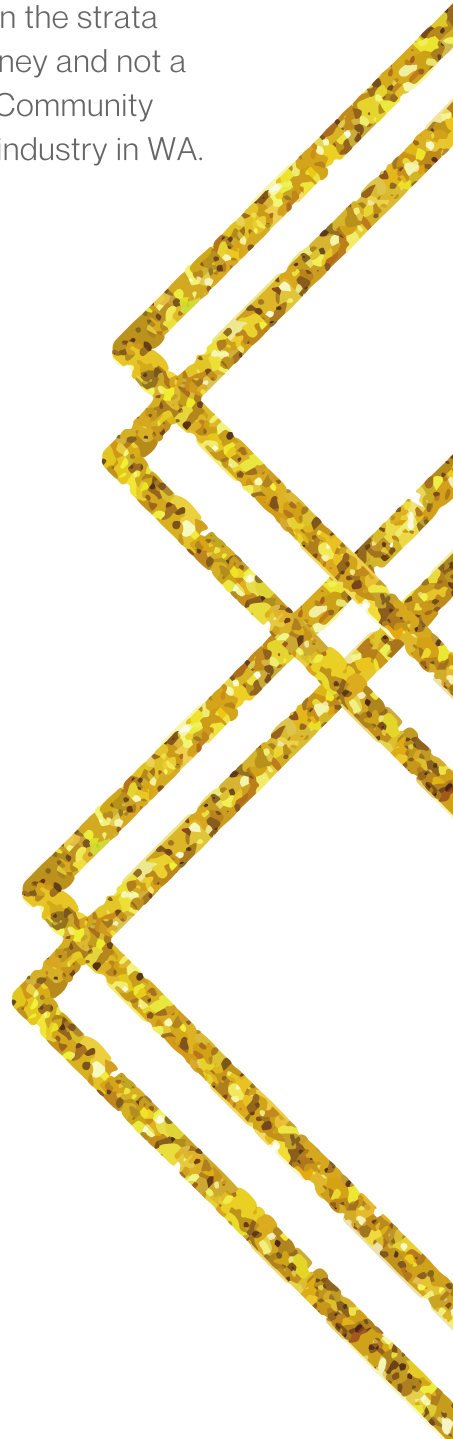
## Key Dates

Submissions open: 6 August 2020

Submissions close: 2 October 2020

Judging Period: 6 October – 30 October 2020

Gala Dinner & Awards Ceremony: 20 November 2020



# Awards

## Individual Categories

### Strata Community Manager Rising Star

Recognises a new entrant to the industry who has shown outstanding progress early in their career.

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### Strata Community Manager

Recognises a strata community manager who has demonstrated excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

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**Schindler**

### Senior Strata Community Manager

Recognises a senior strata community manager who has demonstrated excellence in customer service, a commitment to professional development, leadership, business acumen and innovative ideas.

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### Support Team Member

Recognises a person behind the scenes in a management or supplier business who has made an outstanding contribution to the success of their team.

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**STRATA COMMUNITY  
INSURANCE**

### Essay Award

This award recognises a person of influence who shares their insight, innovative ideas and knowledge through a 1000-word essay on a current topical strata issue.

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# Awards

## Business Categories

### Strata Community Management Small Business

Recognises a small-scale strata community management business (less than 1,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

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### Strata Community Management Medium Business

Recognises a medium-scale strata community management business (more than 1,500 and less than 4,000 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

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### Strata Community Management Large Business

Recognises a large-scale strata community management business (more than 4,000 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

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### Strata Services Business

Recognises a strata services business that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.



# Criteria

All award entrants must be 2020/2021 financial members of SCA (WA). Please note that winners for the following categories need to be accredited by Friday, 26 February 2021 to be eligible for the 2020-2021 SCA Australasia Awards:

- Strata Community Manager
- Senior Strata Community Manager
- Strata Community Management Large Business
- Strata Community Management Medium Business
- Strata Community Management Small Business
- Award category sponsors cannot enter the award category they are sponsoring
- Individuals may enter multiple categories if they comply with the eligibility criteria
- Organisations may enter multiple categories if they comply with the eligibility criteria
- Award entrants should focus, where applicable, on recognising individual award criteria/achievements during the past 12-month period

## Peer Nominations

Peer nominations are encouraged and available by emailing the individual's name and/or company, the award category you're nominating them for and a brief overview of why you believe they deserve the award to [projects.wa@strata.community](mailto:projects.wa@strata.community).

The nominee will then be contacted regarding their nomination and offered the opportunity to submit their nomination. Please note nominees must fill out their own nomination form.

The judges will be given the peer nomination along with the nominee's submission. Strata community clients (lot owners or council members) can nominate their strata manager and/or the business. These nominations will be treated as peer nominations.

# Nomination Submissions

## Submission Requirements

All nominations are to be submitted to using the nomination forms and then emailed to [projects.wa@strata.community](mailto:projects.wa@strata.community). Nominations will not be accepted in any other format, nor will additional attachments that have not specifically been requested in the nomination form.

**Late submissions will NOT be accepted.**

## Submission Process

- The CHU SCA (WA) 2020 Strata Community Awards Program opens 6 August 2020.
- Complete the awards category submission form and email the completed form [projects.wa@strata.community](mailto:projects.wa@strata.community).
- Award submissions close **5:00pm AWST Friday, 2 October 2020**.
- Award submissions will be reviewed by the judging panel.
- The judging panel will deliberate and decide on finalists and winners.
- The awards finalists and winners will be announced at the CHU SCA (WA) 2020 Strata Community Awards Gala Dinner and Award Ceremony on Friday, 20 November 2020.

## Judging Panel

The judging panel is made up of individuals who have exposure to the industry and a great interest in fostering excellence. The judging panel will be required to complete confidentiality and conflict of interest agreements with SCA (WA) for their role as judges. The judge's decisions are final and our esteemed judges will be advised shortly.

## Individual Category

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# Strata Community Manager Rising Star



Recognises a new entrant to the industry who has shown outstanding progress early in their career.

## Criteria

- Must have been practising as a strata community manager for two years or less
- Must have been employed with their current employer for not less than the last 12 months
- Must be a current employee of an SCA (WA) Strata Management Member
- Must not have a Code of Conduct complaint upheld against them over the last 12 months
- May be self-nominated or nominated by a colleague, employer, or client
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## Submission requirements

- Please provide your current role profile including number of lots and schemes managed. Word count: maximum 400 **(10)**
- Describe your most outstanding achievements over the last 12 months. Word count: maximum 400 **(30)**
- Describe how you've shown initiative that resulted in a positive contribution to your company over the last 12 months. Word count: maximum 400 **(30)**
- How will you progress your career over the next five years? Include your goals and anticipated milestones. Word count: maximum 400 **(20)**
- Illustrate how ethics and professional development are a living part of your everyday behaviour and business dealings. Word count: maximum 400 **(10)**

**Submit a nomination**

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## Individual Category

# Strata Community Manager

Recognises a strata community manager who has demonstrated excellence in customer service, a commitment to professional development, business acumen and innovative ideas.

## Criteria

- Must have been practising as a strata community manager for more than two years
- Must be a current employee of a current SCA (WA) Strata Management Member
- Must be an SCA Accredited strata community manager (any level of accreditation)
- Must not have a Code of Conduct complaint upheld against them over the last 12 months
- Must have been continuously employed for the previous 12 months
- May be self-nominated or nominated by a colleague, employer or client
- Must not be in a supervisory role such as; Licensee-in-charge, Principal, Director, Partner, Team Leader or Owner of a Strata Management Business
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## Submission requirements

- Please provide your current role profile including number of lots and schemes managed and any direct reports. Word count: maximum 400 **(10)**
- Describe what distinguishes you from other strata community managers in the industry. Word count: maximum 400 **(10)**
- Describe your most outstanding achievements for your clients over the last 12 months. You must include two client references of no more than one page each (in addition to maximum word count). References are to include referee contact details and signature. 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. Word count: maximum 400 **(20)**
- Describe how you've positively contributed to your company, team and/or clients over the last 12 months. Word count: maximum 400 **(20)**
- How have you realised innovative ideas in your professional career? Be specific about the innovative idea and the process in which you were directly involved during implementation. Word count: maximum 400 **(20)**
- Provide two examples of problems/difficult situations you have encountered over the last 12 months and how you developed solutions. Word count: maximum 400 **(10)**
- Illustrate how ethics and professional development are a living part of your everyday behaviour and business dealings. Word count: maximum 400 **(10)**

**Submit a nomination**

## Individual Category

# Senior Strata Community Manager

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PSC PROPERTY  
**LYNC**  
INSURANCE BROKERS

Recognises a senior strata community manager who has demonstrated excellence in customer service, a commitment to professional development, leadership, business acumen and innovative ideas.

## Criteria

- Must have been practising as a strata community manager for more than two years
- Must be a current employee of a current SCA (WA) Strata Management Member
- Must be an SCA Accredited strata community manager (any level of accreditation)
- Must not have a Code of Conduct complaint upheld against them over the last 12 months
- Must have been continuously employed for the previous 12 months
- May be self-nominated or nominated by a colleague, employer or client
- Must be in a supervisory role such as; Licensee-in-charge, Principal, Director, Partner, Team Leader or Owner of a Strata Management Business registered to operate in WA
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## Submission requirements

- Please provide your current role profile including number of lots and schemes managed and any direct reports. Word count: maximum 400 **(10)**
- Describe what distinguishes you from other strata community managers in the industry. Word count: maximum 400 **(10)**
- Describe your most outstanding achievements for your clients over the last 12 months. You must include two client references of no more than one page each (in addition to maximum word count). References are to include referee contact details and signature. 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. Word count: maximum 400 **(20)**
- Describe how you've shown leadership that positively contributed to your company, direct reports, team and/or clients over the last 12 months. Word count: maximum 400 **(20)**
- How have you realised innovative ideas in your professional career? Be specific about the innovative idea and the process in which you were directly involved during implementation. Word count: maximum 400 **(20)**
- Provide 2 examples of problems/difficult situations you have encountered over the last 12 months and how you developed solutions. Word count: maximum 400 **(10)**
- Illustrate how ethics and professional development are a living part of your everyday behaviour and business dealings. Word count: maximum 400 **(10)**

**Submit a nomination**



## Individual Category

# Support Team Member

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**STRATA COMMUNITY  
INSURANCE**

Recognises a person behind the scenes in a management or supplier business who has made an outstanding contribution to the success of their team.

## Criteria

- Must be an employee of a current SCA (WA) Strata Management Member or Services Member
- Must have worked for their current employer for at least the past 12 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
- May be self-nominated or nominated by a colleague, or employer
- The winner of this award category will progress to the 2020-2021 SCA Australasia as a Finalist subject to meeting the T&Cs

## Submission requirements

- Explain how you have gone above and beyond in your commitment to your colleagues to assist them to achieve the best results for your clients. Word count: maximum 400 **(30)**
- Explain and provide evidence of your commitment to personal and career growth over the last 12 months. Word count: maximum 400 **(30)**
- Describe one situation over the last 12 months in which you had significant input into a positive change in your employer's business. Word count: maximum 400 **(20)**
- Provide two references from colleagues (maximum one page per reference) attesting to your positive contribution to your employer's business over the last 12 months. References are to include referee contact details and signature. 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. **(20)**

**Submit a nomination**

# Individual Category

## Essay Award

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This award recognises a person of influence who shares their insight, innovative ideas and knowledge through a 1000-word essay on a current topical strata issue.

### Criteria

- Entry is open to current members of all categories in WA
- Must not have a Code of Conduct complaint upheld against them over the last 12 months
- 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 2020-2021 SCA Australasia as a Finalist subject to meeting the T&Cs

### Submission requirements

- Write a maximum 1,000-word essay on the assigned topic (a current topical stratum issue). The essay can be informative or humorous but must be an original work and must display;
  - An understanding of the topic and its relevance to the strata community industry **(50)**
  - An ability to communicate effectively through the written word medium **(30)**
  - Proper grammar and spelling **(20)**

**Submit a nomination**



## Business Category

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# Strata Community Management Small Business



Recognises a small-scale strata community management business (less than 1,500 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

## Criteria

- Must be a current SCA (WA) Strata Management Member
- Must be registered to operate in WA.
- Must employ at least one SCA Accredited strata community manager (any level of accreditation)
- Must not have a Code of Conduct complaint upheld against any employee over the last 12 months
- The directors of the company must not have had a conviction for a summary or indictable offence
- May be nominated by an employee, client, industry associate or the Principal/Director/Owner of the Strata Management Business
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## Submission requirements

- What makes your business unique? Be specific about your point of difference in your practices or services or how you run your business. Word count: maximum 400 **(20)**
- Detail the strategies you have employed to achieve growth of your business over the last 12 months in both lots/schemes and income. Word count: maximum 400 **(20)**
- Explain how you contribute to the training of your staff and the relevance of CPD in your business. Word count: maximum 400 **(15)**
- Describe the innovations your business has devised and implemented over the last 12 months. Word count: maximum 400 **(15)**
- Explain how you measure your success over the last 12 months in terms of client satisfaction. Word count: maximum 400 **(10)**
- Provide two references from strata community clients (maximum one page per reference) attesting to your service excellence over the last 12 months. Supplier clients are excluded from providing references. References are to include referee contact details and signature. 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. **(10)**
- Describe how you encourage ethical behaviour within your business. Word count: maximum 400 **(10)**

**Submit a nomination**

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## ***Business Category***

# **Strata Community Management Medium Business**

Recognises a medium scale strata community management business (more than 1,500 and less than 4,000 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

## **Criteria**

- Must be a current SCA (WA) Strata Management Member
- Must be registered to operate in WA
- Must employ at least one SCA Accredited strata community manager (any level of accreditation)
- Must not have a Code of Conduct complaint upheld against any employee over the last 12 months
- The directors of the company must not have had a conviction for a summary or indictable offence
- May be nominated by an employee, client, industry associate or the Principal/Director/Owner of the Strata Management Business
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## **Submission requirements**

- What makes your business unique? Be specific about your point of difference in your practices or services or how you run your business. Word count: maximum 400 **(20)**
- Detail the strategies you have employed to achieve growth of your business over the last 12 months in both lots/schemes and income. Word count: maximum 400 **(20)**
- Explain how you contribute to the training of your staff and the relevance of CPD in your business. Word count: maximum 400 **(15)**
- Describe the innovations your business has devised and implemented over the last 12 months. Word count: maximum 400 **(15)**
- Explain how you measure your success over the last 12 months in terms of client satisfaction. Word count: maximum 400 **(10)**
- Provide two references from strata community clients (maximum one page per reference) attesting to your service excellence over the last 12 months. Supplier clients are excluded from providing references. References are to include referee contact details and signature. 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. **(10)**
- Describe how you encourage ethical behaviour within your business Word count: maximum 400 **(10)**

**Submit a nomination**

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## Business Category

# Strata Community Management Large Business



Recognises a large-scale strata community management business (more than 4,000 lots under management) that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

## Criteria

- Must be a current SCA (WA) Strata Management Member
- Must be registered to operate in WA
- Must employ at least one SCA Accredited strata community manager (any level of accreditation)
- Must not have a Code of Conduct complaint upheld against any employee over the last 12 months
- The directors of the company must not have had a conviction for a summary or indictable offence
- May be nominated by an employee, client, industry associate or the Principal/Director/Owner of the Strata Management Business
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## Submission requirements

- What makes your business unique? Be specific about your point of difference in your practices or services or how you run your business. Word count: maximum 400 **(20)**
- Detail the strategies you have employed to achieve growth of your business over the last 12 months in both lots/schemes and income. Word count: maximum 400 **(20)**
- Explain how you contribute to the training of your staff and the relevance of CPD in your business. Word count: maximum 400 **(15)**
- Describe the innovations your business has devised and implemented over the last 12 months. Word count: maximum 400 **(15)**
- Explain how you measure your success over the last 12 months in terms of client satisfaction. Word count: maximum 400 **(10)**
- Provide two references from strata community clients (maximum one page per reference) attesting to your service excellence over the last 12 months. Supplier clients are excluded from providing references. References are to include referee contact details and signature. 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. **(10)**
- Describe how you encourage ethical behaviour within your business. Word count: maximum 400 **(10)**

**Submit a nomination**

## ***Business Category***

# **Strata Services Business**

Recognises a strata services business that has devised and implemented strategies for service excellence with a focus on staff training, professional conduct and innovation.

## **Criteria**

- Must be a current SCA (WA) Corporate Small or Large Strata Services Member
- Must be registered to operate in WA
- Must not have a Code of Conduct complaint upheld against any employee over the last 12 months
- The directors of the company must not have had a conviction for a summary or indictable offence
- May be nominated by an employee, client, industry associate or the Principal/Director/Owner of the Strata Services Business
- The winner of this award category will progress to the 2020-2021 SCA Australasia Awards as a Finalist subject to meeting the T&Cs

## **Submission requirements**

- Give a brief overview of your company's main business activities relevant to the membership with SCA. Word count: maximum 200 **(no judging)**
- What is unique about your business and how does it demonstrate excellence? Word count: maximum 400 **(20)**
- What were the strategies and plans you initiated to achieve your business growth expansion (in services, revenue or the way you operate) over the previous 12 months? Word count: maximum 300 **(20)**
- Describe the innovative ideas your business has devised and implemented over the last 12 months. Word count: maximum 400 **(20)**
- Explain how you contribute to the training of your staff, not only in your area of expertise but also to better equip them to understand and work with strata properties. Word count: maximum 400 **(20)**
- Describe how you encourage ethical behaviour within your business. Word count: maximum 400 **(10)**
- Provide **two** references from strata manager and/or strata community clients (maximum **one** page per reference) attesting to your service excellence over the last 12 months. References are to include referee contact details and signature. If reference is an email, a copy of the email must include the date received, the email it was sent from, and a digital sign-off. **(10)**

**Submit a nomination**

# Terms and Conditions

- To enter the CHU SCA (WA) 2020 Strata Community 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 using the nomination forms linked throughout this kit and submitted to [projects.wa@strata.community](mailto:projects.wa@strata.community).
- 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.
- If self-nominated, nominees must complete their own submission using the prescribed entry form.
- Peer nominations are encouraged and available and available by emailing the individual's name and/or company, the award category you're nominating them for and a brief overview of why you believe they deserve the award to [projects.wa@strata.community](mailto:projects.wa@strata.community). The nominee will then be contacted regarding their nomination and offered the opportunity to submit their nomination. Please note nominees must fill out their own nomination form. The judges will be given the peer nomination along with the nominee's submission. Strata community clients (lot owners or council members) can nominate their strata manager and/or the business. These nominations will be treated as peer nominations.
- By lodging your submission, you agree to be bound by the Terms and Conditions of entry.
- Your entry must be submitted by **5:00pm AWST Friday, 2 October 2020**.
- Strata Community Association (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.
- SCA (WA) reserves the right to extend or vary the entry period if required, before or after the award entry period commences.
- 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).
- 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 nominee.



# Terms and Conditions

- By entering the awards, nominees agree for their photographs, profiles and other details to be used for promotional purposes.
- By entering the awards, nominees 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 a panel appointed by SCA (WA). The judging panel is made up of individuals who have exposure to the industry and a great interest in fostering excellence.
- Judges are required to sign a confidentiality agreement and disclose any conflict of interest.
- The judges' decision is final and no correspondence (verbal and/or written) will be entered into.
- Due to the anticipated number of entries, no feedback will 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.
- Finalists will be notified by email published on the SCA (WA) website.
- Winners will be announced at the Awards Gala Dinner on Friday, 20 November 2020.
- Promotional materials CANNOT be added as support documents of the nominations.
- SCA (WA) reserves the right to check references are legitimate.
- SCA (WA) category winners of the Support Team Member, Strata Community Manager Rising Star, Strata Community Manager, Senior Strata Community Manager, Strata Community Management Small Business, Strata Community Management Medium Business, Strata Community Management Large Business, Strata Services Business and the Essay award categories are eligible to progress to the 2020-2021 SCA Australasia Awards as a Category Finalist subject to meeting the SCA Australasia award entry T&Cs.

**If you have any questions, please email  
[projects.wa@strata.community](mailto:projects.wa@strata.community)**