

POSITION STATEMENT

Respectful conduct in strata communities

Respect is common property.

SCAQ'S POSITION

Everyone in a strata community shares responsibility for how people are treated, including the professionals who manage it. Robust disagreement is a normal and healthy part of community living; abuse, intimidation and threats are not. SCAQ is calling for a clear, shared standard of behaviour for everyone in a strata community, including owners, occupiers, committees and strata managers, backed by practical guidance and a reporting pathway people trust.

01 The issue

In 2026, SCAQ surveyed strata professionals across Queensland about conduct they experience at work. Of those who answered, 98% had faced unreasonable conduct in the past 12 months, including threats of legal action or regulator complaints (four in five), personal attacks on their competence or character (three in four) and verbal abuse (seven in ten). For more than half it happens monthly or more often, and seven in ten say it is increasing.

The toll is real. More than half say it has significantly or severely affected their stress or anxiety. Two in five have sought help from a GP, psychologist or counsellor, more than a third have taken leave, and three in four have considered leaving the sector because of it.

Yet not one respondent had reported it to Workplace Health and Safety Queensland, the Commissioner for Body Corporate and Community Management or QCAT. Of those who told us why, almost half didn't believe anything would change. Most strata communities are respectful places, but the conduct of a few is taking a real toll on the people who keep Queensland's buildings running.

98%

faced unreasonable conduct
in the past 12 months

3 in 4

have considered leaving the
strata sector because of it

0%

reported it to WHSQ, the BCCM
Commissioner or QCAT

02 Our principles

- Respect is shared.** How people are treated in a scheme is the responsibility of everyone in it: owners, occupiers, committees and managers.
- Disagreement is legitimate; abuse is not.** Owners have every right to question decisions, budgets and service. Challenging a decision is different from attacking the person presenting it.
- A workplace is wherever the work happens.** For a strata manager that includes the office, the phone, the inbox and the meeting room. Every one of those should be safe.
- Accountability and respect go together.** Strata managers already work to a code of conduct and should be held to it. A shared standard for everyone makes expectations fair and visible.

03 Our asks of government

- 1 A shared standard of behaviour across strata communities**

Body corporate managers and committee voting members already work to codes of conduct. Owners and occupiers have no equivalent. SCAQ is calling on the Attorney-General to close that gap, so that everyone in a scheme is working to the same clear, proportionate expectations of respectful conduct.
- 2 Sector-specific work health and safety guidance**

SCAQ is calling on Workplace Health and Safety Queensland to work with the sector on practical guidance for managing aggression from clients and third parties in strata management, consistent with the Managing the risk of psychosocial hazards at work Code of Practice.
- 3 A reporting pathway people trust**

When nobody reports, the problem stays invisible. SCAQ is calling for a clear, well-understood pathway for raising unreasonable conduct, with visible outcomes, so strata professionals can see that reporting makes a difference.
- 4 Better use of existing dispute pathways**

Many conflicts escalate because people don't know where to take a genuine grievance. SCAQ supports stronger public information about the BCCM Office's dispute resolution service, so disagreements go to the right place early.

04 What SCAQ is doing

- **Building the evidence.** We will repeat the survey so progress can be measured, not assumed.
- **Supporting members.** We are expanding guidance and professional development on managing psychosocial risk, difficult conversations and safer meetings.
- **Leading by example.** Respect is Common Property, our public campaign, promotes respectful conduct as a shared community standard, and we manage its own channels to the same standard we ask of others.
- **Working with government.** We are engaging Workplace Health and Safety Queensland and the Attorney-General on the measures above.

ABOUT SCAQ

Strata Community Association Queensland is the peak body for Queensland's strata sector, representing more than 1,000 members. We raise professional standards, advocate for sensible policy and bring the industry together. Findings, resources and the campaign share kit are at qld.strata.community/respectiscommonproperty.

Media and government enquiries

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