

FINDINGS SUMMARY • 2026

Unreasonable conduct in Queensland strata

What strata professionals told Strata Community Association Queensland about the conduct they face at work, and what needs to change.

At a glance

98%

faced unreasonable conduct
at work 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

Most strata communities are respectful places. But almost every strata professional who responded to SCAQ's survey had faced unreasonable conduct in the past year, most of them regularly, and the trend is rising. Three in four have considered leaving the sector because of it, and not one had reported it to the bodies that could act.

These are the people who keep Queensland's strata communities running: preparing budgets, running meetings, managing maintenance and resolving disputes. Their workplace is wherever that work happens, the office, the phone, the inbox and the meeting room, and every workplace deserves to be safe.

01 What strata professionals face

Share of respondents who experienced each type of conduct in the past 12 months.



It is frequent, varied and increasing



This is not a matter of occasional bad days. For most respondents it is a pattern: several kinds of conduct, recurring through the year, and getting worse. Threats of legal action or regulator complaints used to apply pressure were reported as often as personal attacks.

02 The toll on people and the profession

The conduct doesn't stay at work. Respondents described real effects on their health, their work and their plans to stay in the sector.

Health and wellbeing · significantly or severely affected

54%

stress or anxiety levels

52%

enjoyment of their work

43%

sleep

What people have had to do · as a result of the conduct

40%

sought support from a GP, psychologist or counsellor

38%

asked to be removed from a portfolio or scheme

36%

took sick, personal or extended leave

Respondents could select more than one action.

The risk to the workforce

3 in 4

have considered leaving the strata sector because of this behaviour

Nearly 1 in 3

have seriously considered leaving, decided to leave, or already left a role for this reason

Two-thirds (66%) had taken at least one step in response, from seeking professional support to changing how they work to avoid certain buildings or contacts (22%). For a profession built on experience and relationships, losing people to this conduct is a cost every strata community shares.

03 Why the problem stays hidden

0%

reported it to WHSQ, the
BCCM Commissioner or
QCAT

Not one respondent who experienced this conduct reported it to Workplace Health and Safety Queensland, the Commissioner for Body Corporate and Community Management, or the Queensland Civil and Administrative Tribunal.

Of those who told us why they didn't report, almost half (45%) said they didn't believe anything would change. That silence isn't a sign the problem is small. It's a sign people don't see a path.

04 What this means

- It is a workplace safety issue.** Aggression from clients and third parties is a psychosocial hazard that Queensland work health and safety laws require businesses to manage.
- It affects whole communities.** Meetings that descend into abuse don't make decisions. Three in four respondents have considered leaving the sector, and every scheme relies on experienced people.
- It needs a shared standard.** Strata managers already work to a code of conduct. A clear standard for everyone in a scheme would make expectations visible and fair.

WHAT SCAQ IS DOING

SCAQ is engaging Workplace Health and Safety Queensland and the Attorney-General on a shared code of behaviour, supporting members to manage psychosocial risk, and running the Respect is Common Property campaign to make respectful conduct a visible community standard. Read our position statement and find support at qld.strata.community/respectiscommonproperty.

About the survey

SCAQ surveyed strata professionals in Queensland in 2026. Figures are percentages of respondents who answered each question and describe those respondents, not the whole sector. Individual responses are confidential.