

The new committee training – explained

What it means for you, how to get it done,
and what happens if you don't

JAMESONS
STRATA
MANAGEMENT.

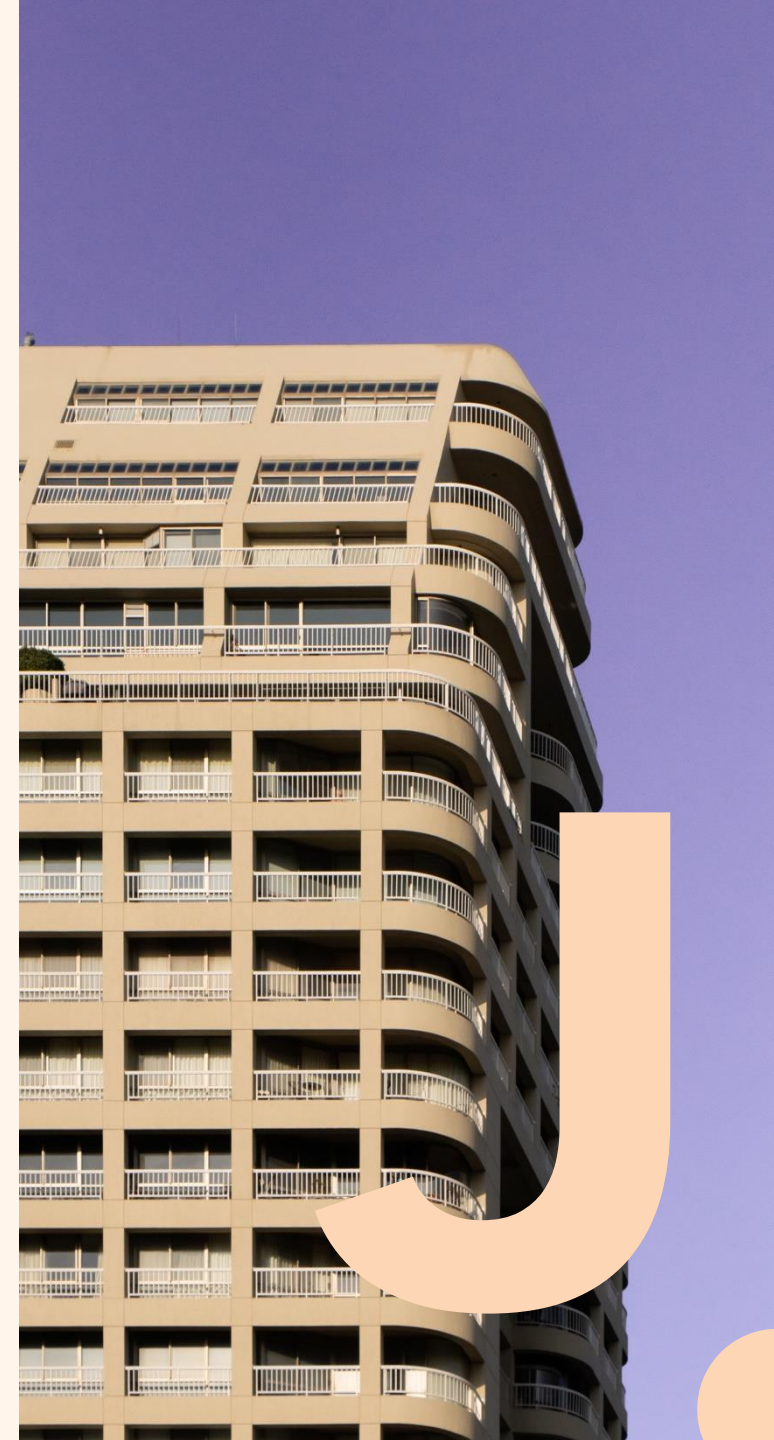


Your Jameson Partner Today



Paul Culbi

Chief Licensee In Charge, Chief
Governance Officer



What we'll cover

01.

What has changed

One change, and when it starts to affect you

02.

Whether it applies to you

It hinges on one date – and not the one you expect

03.

Registering and the course

Setting up your Strata Hub account, and what the training looks like inside

04.

Your strata manager

What we do, what we owe you, and what we cannot

05.

What is changing next

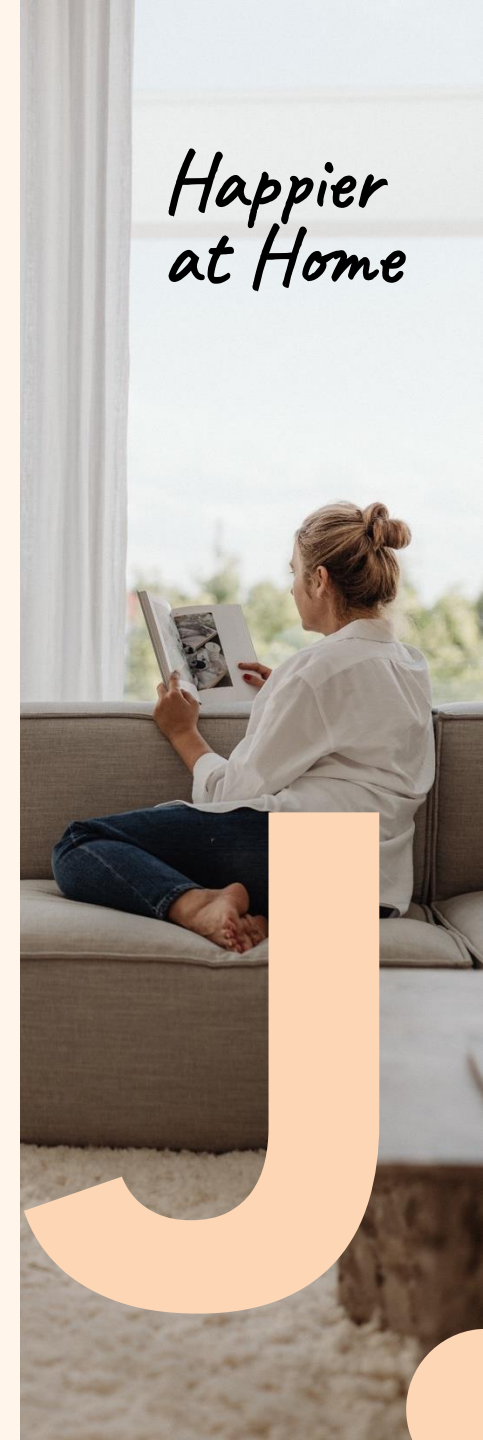
The 2026 reforms, in force now and coming

06.

Your Questions

The part that usually matters most

*Happier
at Home*



WHAT CHANGED ON 1 OCTOBER

Strata committee members now have to do training.

It is free, it is online, and it takes about an hour.



01. The requirement comes from section 37 of the Strata Schemes Management Act 2015 and started on 1 October 2026.

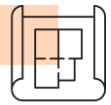
02. It came out of a review that found many committee members take on the role without ever being told what it involves.

03. It is meant to help, not to catch anyone out — but there is a real consequence for not doing it, which we will come to.

Does it apply to me?

It turns on one date — the day you were last elected or appointed

Elected **BEFORE** 1 October 2026

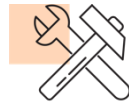


Nothing to do right now

You are not caught for your current term.

The obligation starts the next time you are elected — for most committees, your next AGM.

Elected **ON OR AFTER** 1 October 2026



Your clock has started

Everyone elected, whether you are new or have served for years. Three months from the date of the meeting.

Long service does not exempt you.
Being re-elected is a new appointment, and the clock starts again.



Working out your deadline

Three months from the date you were elected — not from 1 October

21 OCT 2026

Your AGM

You are elected to the committee at the meeting.

SAME WEEK

We write to you

Confirming your exact deadline and how to reach the course.

21 JAN 2027

Your deadline

The training has to be finished by this date.

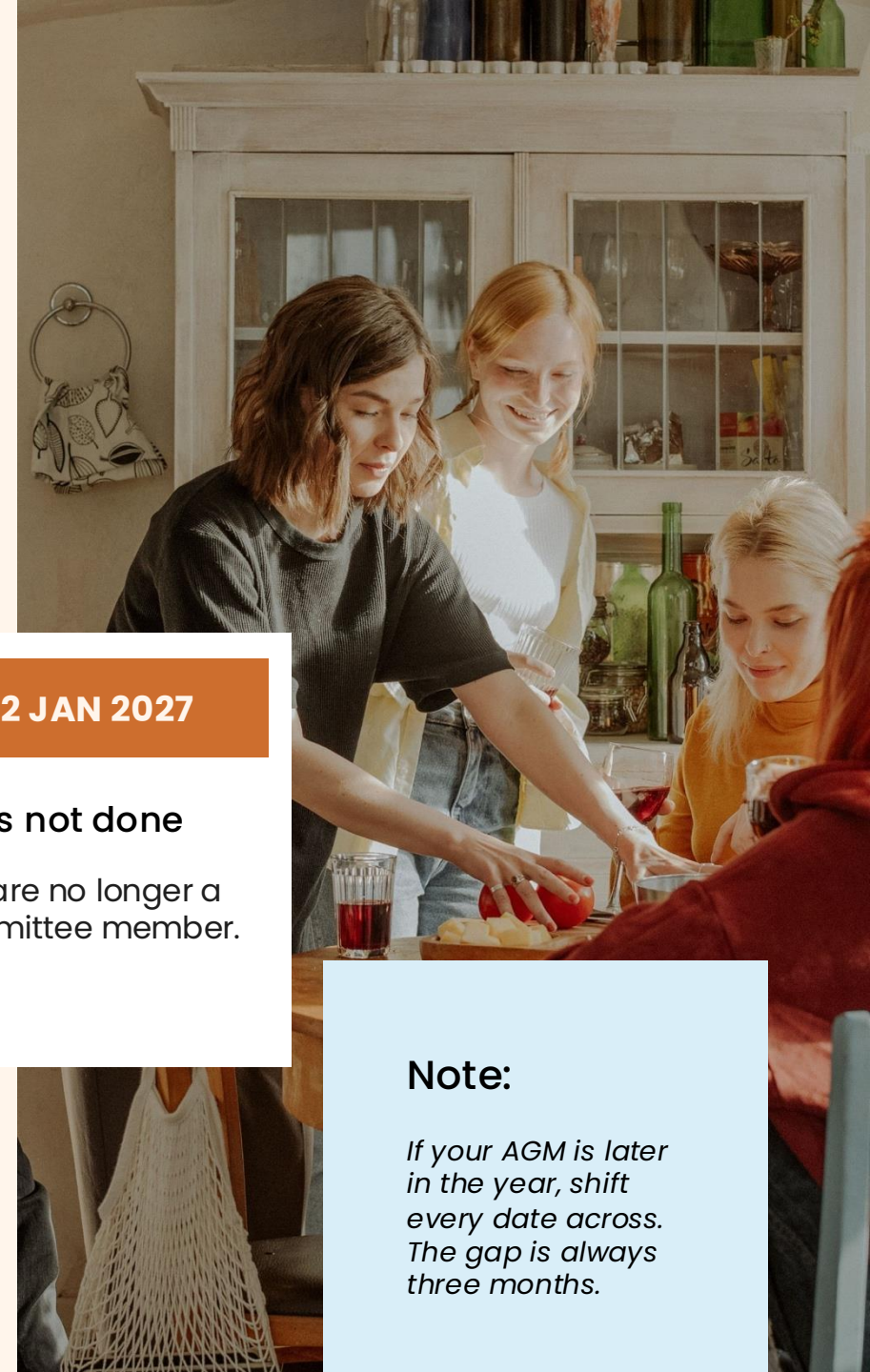
22 JAN 2027

If it is not done

You are no longer a committee member.

Note:

If your AGM is later in the year, shift every date across. The gap is always three months.



THE PART WE HAVE TO BE STRAIGHT ABOUT

Miss the deadline and you stop being a committee member.

01 It happens automatically

At the end of the three months. Nobody has to send you a notice first, and there is no power to extend it.

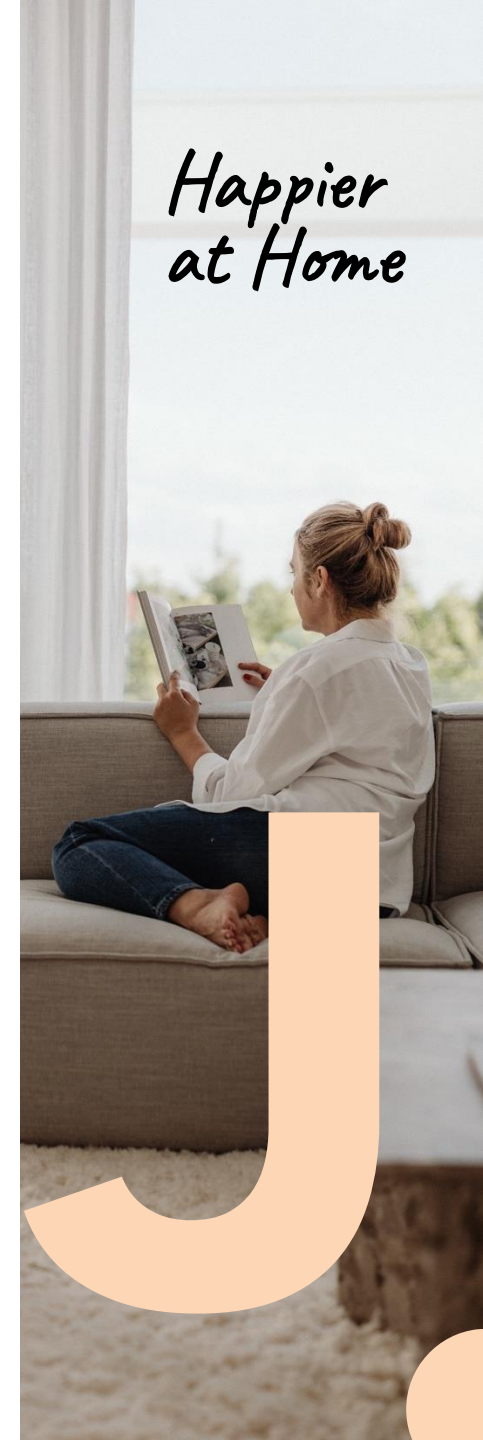
02 You will not be fined

NSW Fair Trading has said it will not take action against a member. Losing the position is the whole consequence.

03 You can come back

Finish the course and you are eligible again. But being re-nominated does not buy another three months it has to actually be done.

*Happier
at Home*



Who does not have to do it

If one of these applies to you, You will not need to complete the training.

Two-lot schemes

Committee members of a duplex or other two-lot scheme

Strata managing agents

Where your managing agent sits on the committee

Strata lawyers

Members of the Australian College of Strata Lawyers

Tenant representatives

Not formal committee members — no vote, no decision-making

Also exempt: anyone filling a casual vacancy for less than three months.



Step 1: create your Strata Hub account

This is the only fiddly part, and it takes about five minutes

- 1. Start at the NSW Government Strata Hub page**
Go to nsw.gov.au/housing-and-construction/strata/strata-hub and follow “How to register for Strata Hub”. This is a NSW Government site, not a Jamesons one.
- 2. Expect an extra security step**
You activate the account from an email, then set a password and choose how your sign-in code arrives: email, Google Authenticator or SMS.
- 3. Already report for your scheme?**
Then you already have an account. Use that one rather than creating a second.
- 4. You do not need to be on a committee**
Anyone can register and complete the course. You do not have to wait to be elected.



Step 2: the course, then the certificate

The last step is the one people forget

- 1. Open the training from the Hub**
Once you are logged in, the committee training sits inside Strata Hub. Select it to begin.
- 2. Work through the six lessons**
In one sitting or over a few. It remembers where you got to.
- 3. Download your certificate**
It appears on screen the moment you finish. You have to download it from the website — it is never emailed to you.
- 4. Email it to stratahub@cngproperty.com.au**
The Strata Hub does not tell us when you have finished, so we do need it from you. Without it, our records show you as outstanding.



What the course actually is



Shorter and easier than most people expect

Free

COST

Provided by NSW
Fair Trading

6

LESSONS

About 10 minutes
each

1 hr

ALL UP

Usually less

Many

QUIZ ATTEMPTS

You cannot fail it

Finding your way around it

Four things worth knowing before you start

01

You do not have to finish in one go

- Select Save and exit whenever you like and pick it up later from where you left off.

02

Scroll down for the Next button

- On smaller screens the navigation sits below the content. If it looks like nothing is happening, scroll.

03

Some parts have audio

- Scenarios are narrated. Select Play to listen, or Transcript if you would rather read it.

04

Use Edge or Chrome

- Those browsers give the best result, particularly with screen readers and other assistive technology.



WHAT IT ACTUALLY FEELS LIKE



You follow Priya

Priya has just been elected to her committee at last night's AGM. A neighbour tops her with a question about a window. You decide how she answers and whether she got it right.

01 It happens automatically

Real situations a committee member actually meets, with a short choice to make at each one.

02 You will not be fined

Right or wrong, the answer comes with an explanation. That is where most of the learning sits.

03 You can come back

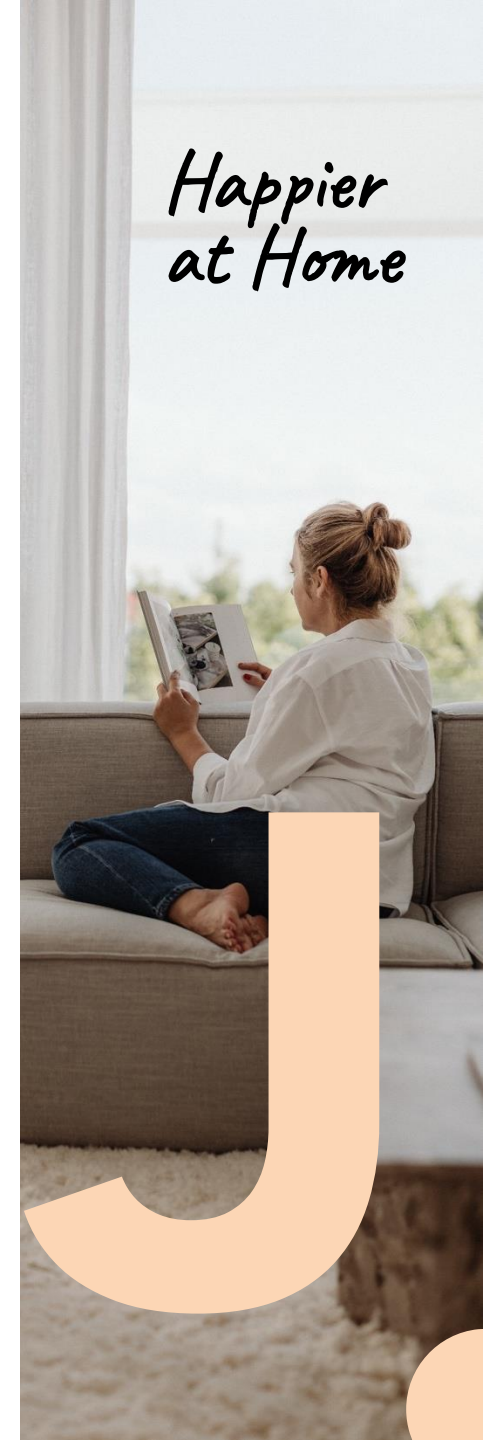
No legal background assumed. If you have sat on a committee for a week you will follow it.

What is in the six lessons

Introduction to Strata Committee Rights and Responsibilities

- 01.** **What is strata?**
Your lot and common property, and who decides what
- 02.** **The strata committee**
Chairperson, secretary and treasurer, and how far the committee's authority goes
- 03.** **Time and decision-making**
Reading the papers before the meeting, and explaining decisions back to owners
- 04.** **Legal and ethical duties**
Acting for the whole owners corporation, not your own lot, and handling conflicts
- 05.** **Your money and your building**
Strata funds, planning for capital works, and repairs
- 06.** **People and conflict**
Resolving disputes, running a fair meeting, and when to use mediation

*Happier
at Home*



IF YOU SERVE ON MORE THAN ONE COMMITTEE



You only do it once.

The certificate is not tied to a scheme. Complete the course once and the same certificate covers every committee you sit on, now or later.

01 Already done it elsewhere?

Send us the certificate you hold and we will record it against your scheme.

02 Thinking of joining a committee?

Do it now. The certificate carries forward to whenever you are elected.

03 Do it before your AGM

Then the three-month clock never becomes a problem at all.

If getting online is difficult

Nobody should lose their seat over a login

01

A phone or tablet is fine

- You do not need a computer. The lessons work on any device.

02

Service NSW can help in person

- Any Service NSW centre will sit with you and help you complete it.

03

We can help too

- Call your strata manager. Setting up takes about five minutes with someone on the phone.

04

Other languages are coming

- English at launch, with six community languages following shortly afterwards.



THE EASIEST WAY THROUGH IT

Do it together, on the night.



If your committee agrees, we can stay on for about an hour after your AGM. Everyone logs in on their own phone or laptop, works through the lessons together, and walks out with a certificate.

01 Nothing left hanging

The whole committee is compliant before anyone goes home. No reminders, no deadline to remember.

02 Questions get answered

We are in the room. Anything the course raises about your scheme, you can ask on the spot.

03 Ask us to plan for it

Attendance time is charged as an additional service, and we confirm the cost with your committee first.

How we will remind you

We take on the secretary's job here — the three-month deadline is still yours

01.

Soon after your AGM

We write with your exact deadline and how to reach the course.

02.

Six weeks in

First reminder, if your certificate has not reached us yet.

03.

Eight weeks in

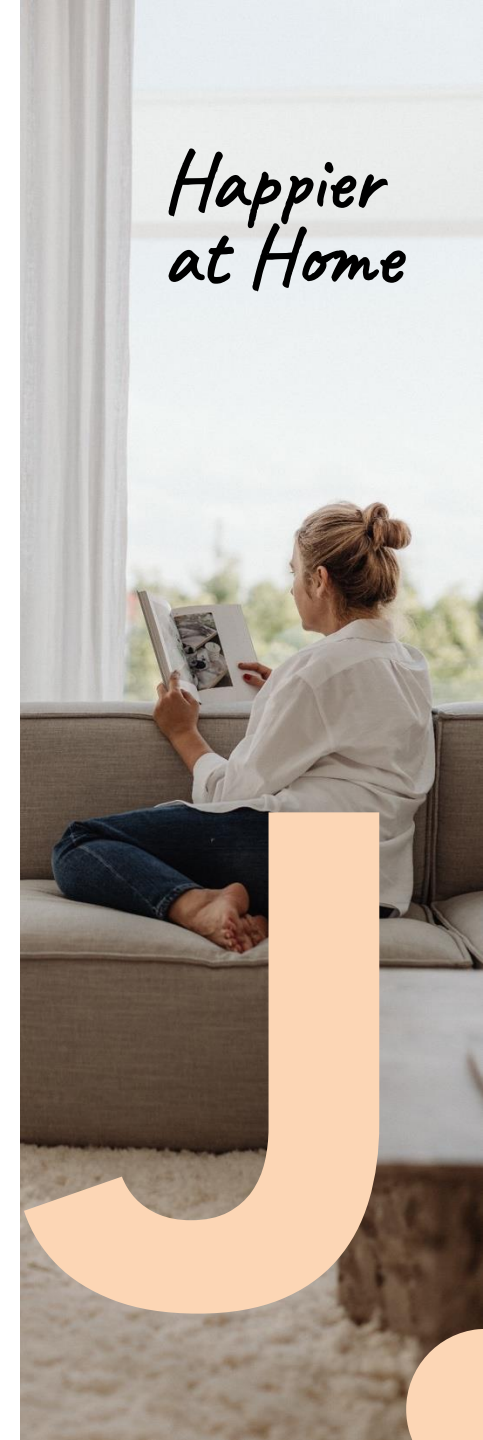
Second reminder. Most people complete it at about this point.

04.

Eleven weeks in
(final reminder)

About a fortnight before your three months are up. After that your seat is at risk.

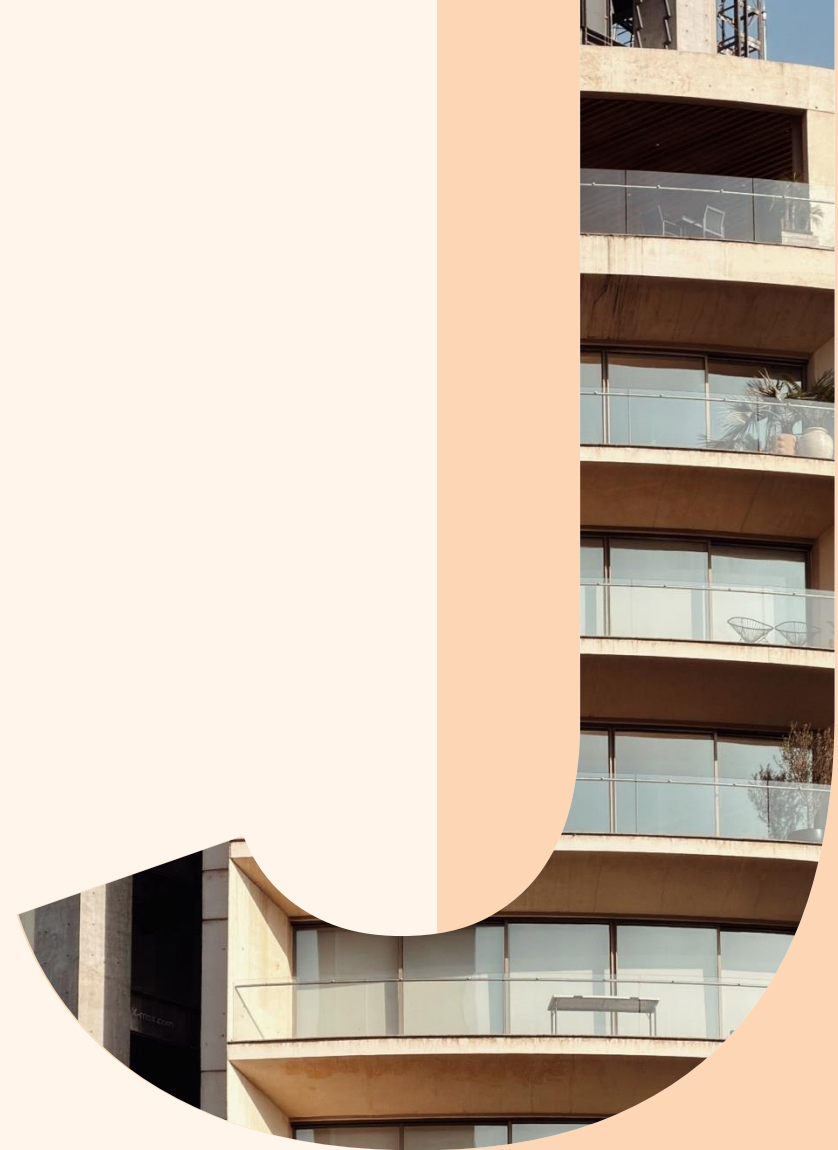
*Happier
at Home*



Questions

Anything we don't get to today,
we'll answer in the follow-up.

*Happier
at Home*



Questions we are already getting

And the short answers



I have been on the committee for fifteen years. Really?

Yes, once you are re-elected. The law does not make an exception for experience — and the course is an hour.

I was elected in September. Am I caught?

Not for this term. Your obligation begins when you are next elected.

What if I simply do not do it?

You stop being a committee member at the end of the three months. You are not fined, and you can return once you complete it.

Does it cost anything?

No. It is free, provided by NSW Fair Trading.

Questions we are already getting

And the short answers



What if most of our committee does not finish in time?

If enough seats are lost the committee cannot function, and decisions have to go to a general meeting of all owners — slower, and more expensive.

Can I do it before I am elected?

Yes, and we would encourage it. Anyone can create an account and complete the course now.

Do I have to do it again next year?

A new module is added each year. Once you have done this one you only complete the new one.

Who sees my certificate?

Send it to us and we hold it with your scheme's records. It is proof you have met the requirement.

The role of your strata manager

Where the line sits between your obligations and ours

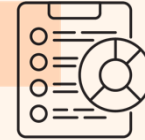


We are licensed under the Property and Stock Agents Act 2002. We act on the owners corporation's instructions, keep your scheme's records, hold scheme funds in trust, and disclose our commissions and connections.



The training is yours to complete

The obligation sits with each committee member personally. We cannot sit the course for you. What we can do is track it, remind you and keep the record.



Delegating to us is your choice

The owners corporation delegates functions to us under the agency agreement, approved at a general meeting. Nothing in the legislation requires you to hand this to us.



Fees are agreed in advance

Work done for the owners corporation can be charged for, but any fee must sit in the agency agreement or be approved at a general meeting.



We separate law from advice

There is a difference between a legislative requirement and good practice, and we will always tell you which one you are getting.

What your strata manager does

The functions your owners corporation has delegated to us

01.

Your meetings

Convening the AGM and committee meetings, issuing notices and agendas, taking minutes

02.

Your money

Levy notices, collection and invoices, and holding the scheme's two funds

03.

Your records

Keeping the strata roll and your scheme's records, and producing them on request

04.

Your building

Arranging the repairs you decide on, and the insurance the scheme must hold

05.

Your compliance

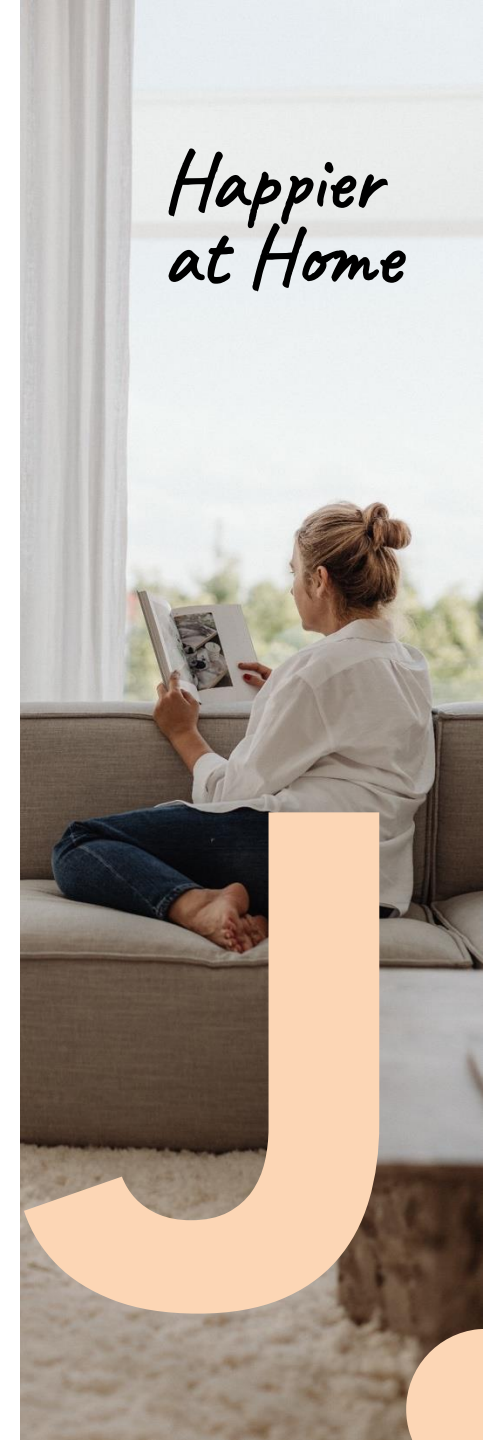
Strata Hub reporting, fire safety statements and section 184 certificates

06.

Your disputes

By-law breach notices, and acting where the owners corporation resolves to act

*Happier
at Home*



What we owe you

Obligations that sit on us, not on you

01

We act on your instructions

- We exercise the functions the owners corporation delegates to us. The decisions stay yours.

02

We hold your money in trust

- Scheme funds sit in a trust account under the Property and Stock Agents Act 2002, separate from ours.

03

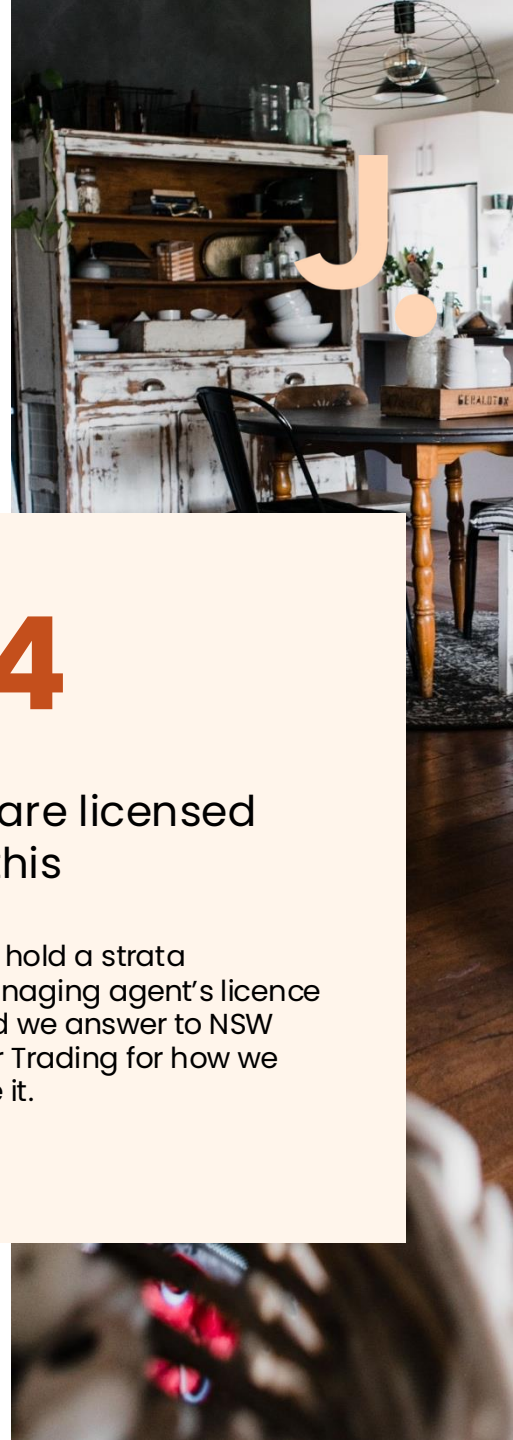
We disclose what we receive

- Commissions and training services we receive are reported to you at every AGM under section 60.

04

We are licensed for this

- We hold a strata managing agent's licence and we answer to NSW Fair Trading for how we use it.



What we cannot do for you

Where the line sits, so there are no surprises

01

Overrule owners

- Where the owners corporation lawfully resolves something, we act on it — even where we advised against it.

02

Enter your lot

- We manage common property. Your lot is yours, and access needs your consent or a tribunal order.

03

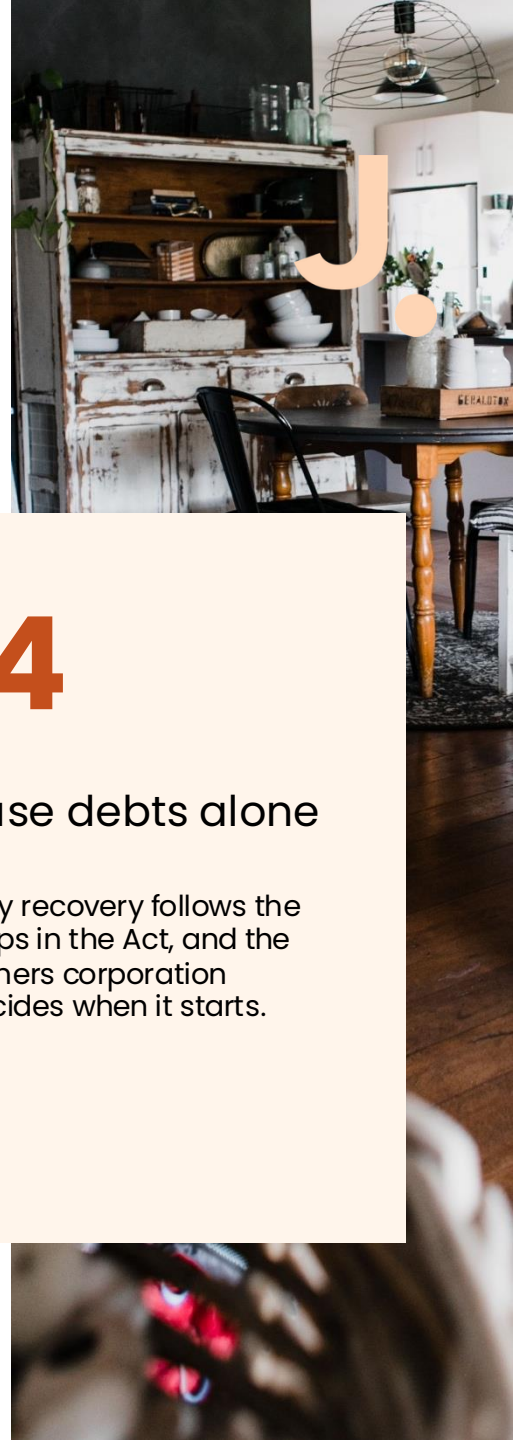
Approve works

- Renovations are decided by the committee or a general meeting under your by-laws, not by us.

04

Chase debts alone

- Levy recovery follows the steps in the Act, and the owners corporation decides when it starts.

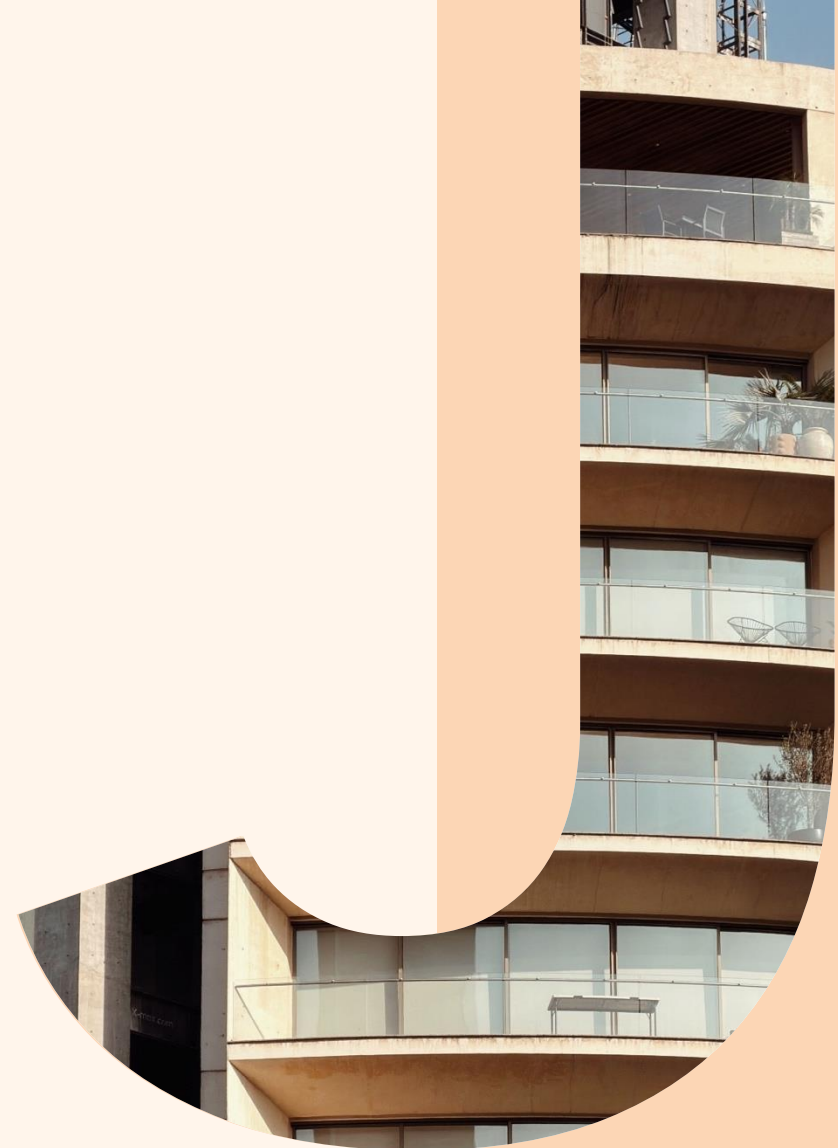


JAMESONS
STRATA
MANAGEMENT.

What is next

A major update to NSW strata law
passed Parliament on 15 October
2026.

*Happier
at Home*





What has passed

The Strata Schemes Legislation Amendment (Miscellaneous) Act

42

CHANGES

Across four Acts

13

IN FORCE NOW

From day one

8

PARTLY IN FORCE

The rest follows

21

STILL TO START

On proclamation

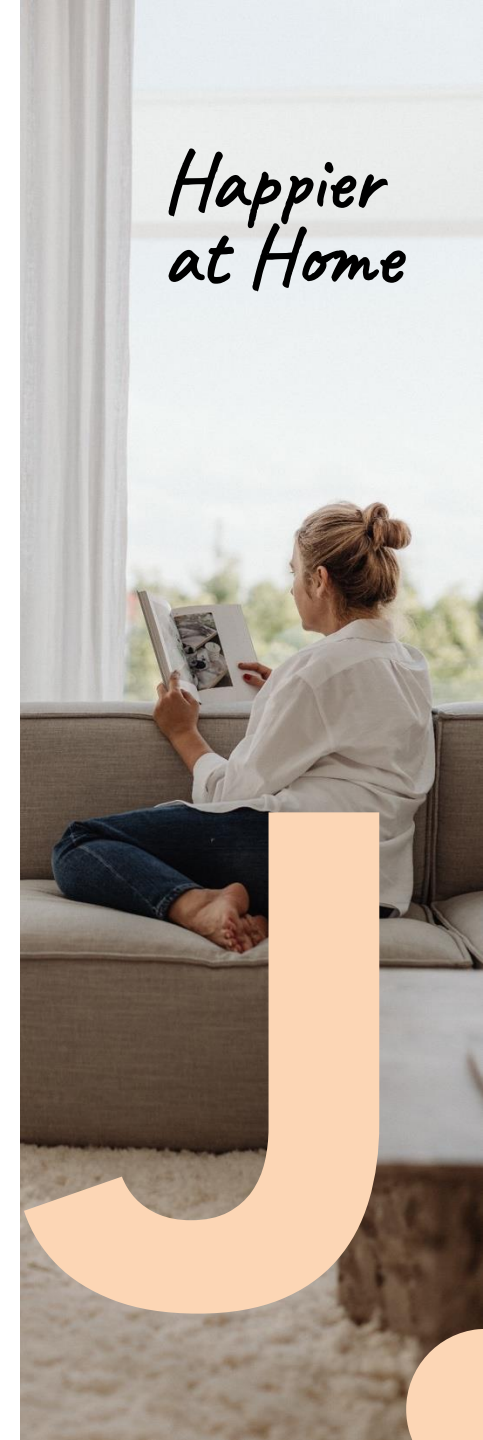
What is already in force

These applied from the day the Act was signed

- 01.** **Commission reporting**
Every commission and training service we receive is reported at your AGM
- 02.** **Wider payment plans**
A payment plan can now include interest and levies that are not yet due
- 03.** **A 14-day clock**
Meeting requests must be acted on within 14 days, and missing it is an offence

- 04.** **Higher penalties**
For missed AGMs, section 184 certificates, records and information requests
- 05.** **Damages for disrepair**
An owner can claim damages where the owners corporation fails to repair
- 06.** **Fair Trading can name you**
Compliance notices issued to a scheme can now be published

*Happier
at Home*



Your meetings and your money

Coming on proclamation, alongside a new Strata Regulation

01

Meeting rules

- Notices, quorum, proxies and voting move into the new Regulation, which is not out yet.

02

Levy reminders

- A compulsory reminder 7 to 10 days after the due date, before any recovery can begin.

03

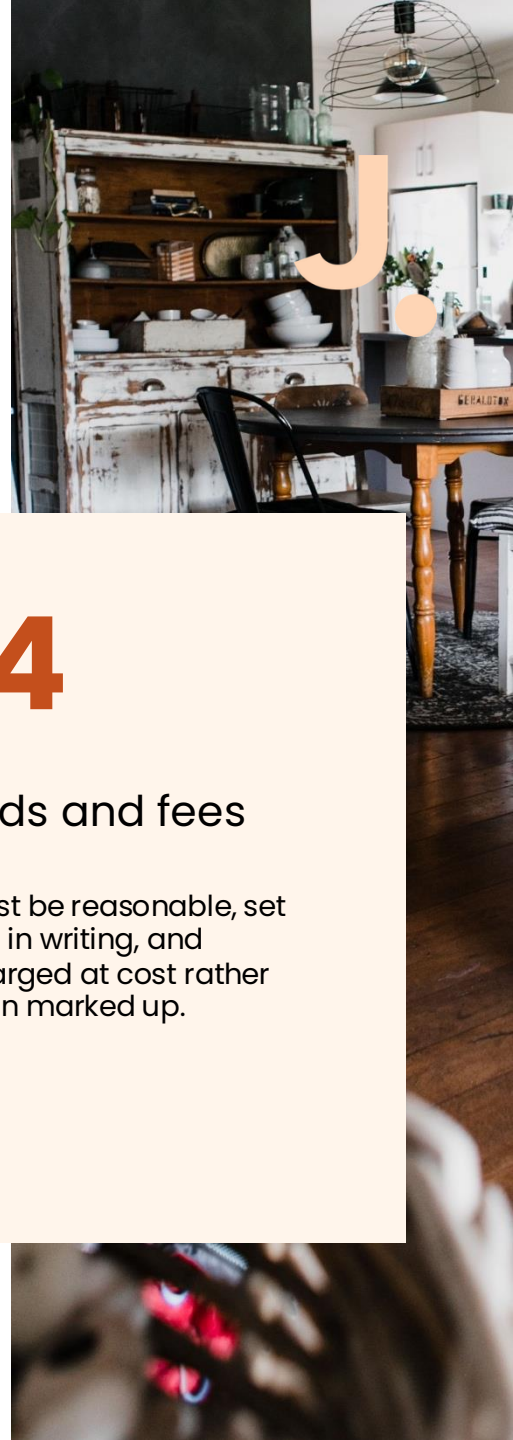
Two-lot schemes

- No AGM and no committee. Every decision is signed by both owners instead.

04

Bonds and fees

- Must be reasonable, set out in writing, and charged at cost rather than marked up.



Works, chargers and contracts

Also coming, once the Regulation is made

01

Renovations

- Cosmetic, minor and major work are redrawn around building elements rather than today's lists.

02

EV chargers

- The committee must answer a request within three months, or it is taken to have been approved.

03

Building managers

- Agreements capped at three years, with new duties for building management committees.

04

Our appointment

- A new three-month extension notice, given at least a month before the agreement expires.



What this means for your scheme

Nothing you need to do today

01

Your levies

- You will get a reminder before any recovery step, and payment plans can be more flexible.

02

Your AGM

- Our commission disclosure changes format for this AGM season. We will show you the new report.

03

Your committee

- A request for a committee meeting now runs on a 14-day clock. Put it in writing and we will date it.

04

Our job

- We update templates and procedures as each change starts, and we tell you before it affects you.



Your Questions

Twenty minutes, and we will get through as many as we can. Anything we do not reach goes into the written FAQ that follows with the recording.

*Happier
at Home*

