

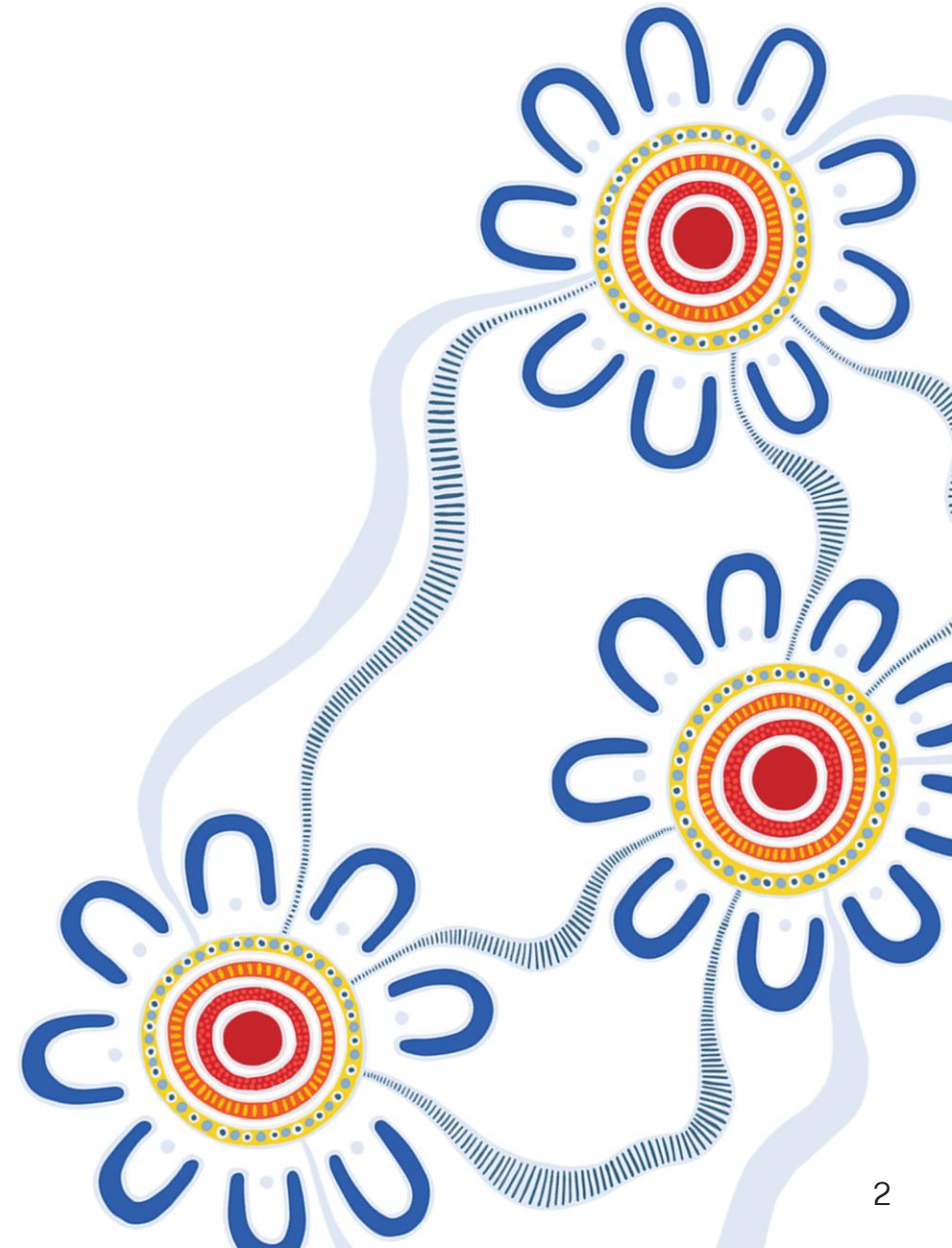
Strata Committee Training

Angus Abadee, NSW Strata and Property Services Commissioner
1 October 2026

Acknowledgement of Country

I acknowledge the Traditional Custodians of the lands that we are meeting here today. I pay my respects to Elders past, present and emerging and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

I also acknowledge and pay my respects to our Aboriginal and Torres Strait Islander people/colleagues joining us today.



Benefits

Why strata committee training matters

Strata committee members make decisions that affect people's homes, finances and daily lives.



Informed committees make better decisions



Strengthens understanding of committee roles and responsibilities



Encourages good decision-making



Supports effective governance of strata schemes

Free NSW Government training

COURSE OVERVIEW

Introduction to strata committee rights and responsibilities

Free, self-paced online training for strata committee members, focused on practical participation in their scheme's governance.

Key features of the training

Designed to be accessible, practical and easy to complete.

6 x 10-minute lessons

One hour course split into shorter lessons to support flexible completion.

Interactive content

Engaging format to support a wide variety of learners.

Strata Hub

Learners will access the training through Strata Hub.

Certificate issued

Learners will receive a certification of completion.

What's covered in the training

This introductory training covers foundational topics including:

01**What Is Strata?**

Lots and common property | Owners corporations and strata committees | Decision-making

02**What is the Strata Committee?**

Committee and office-holder roles | Decision-making authority | Working with professionals

03**Time, Workload and Decision-Making**

Meeting preparation | Recording decisions | Acting for owners and the building

04**Legal and Ethical Responsibilities**

Care and diligence | Conflicts of interest | Fair and lawful decisions

05**Taking Care of Your Home: Your Money and Your Building**

Strata funds | Capital works planning | Maintenance and repair tools

06**People, Conflict Management and Lawful Conduct**

Duties in practice | Managing disagreement | Calm and fair conduct

Strata committee training: what you need to know



Committee members must complete training to fulfill their roles



Strata committee members will need to complete the training within **3 months** of their appointment to the committee.



If a committee member does not complete the training within 3 months of being appointed, they automatically stop being a committee member.

Training requirements will not apply to committee members who are:

- strata managing agents or
- two-lot strata schemes or
- who are members of the Australian College of Strata Lawyers or
- filling a casual vacancy for less than 3 months.

Visit nsw.gov.au/strata-committee-training

Anyone can do training at any time

People considering joining their strata committee

Strata residents and owners who want to better understand how strata works

Existing committee members appointed before 1 Oct who are not yet required to complete the training

Members of two-lot strata schemes who choose to complete it voluntarily

Training Preview

NSW Fair Trading's Introduction to Strata Committee Rights and Responsibilities

This course was developed by NSW Fair Trading in collaboration with Owners Corporation Network (OCN). Across 6 lessons, you'll cover how strata works, the role of the strata committee, how decisions are made, your legal and ethical responsibilities, how strata finances and building maintenance are managed, and how to work through complaints and conflict. By the end of the course, you'll be better equipped to carry out your role as a strata committee member and know when to seek further information or support.



NSW Fair Trading's Introduction to Strata Committee Rights and Responsibilities



Resume

Progress: 50% | Score: 50%

COURSE DETAILS

Lessons (6)

Resources (0)



LESSON 1

Lesson 1 - What is Strata?

Score 0%



LESSON 2

Lesson 2 - What is the Strata Committee?

Score 0%



LESSON 3

Lesson 3 - Time, Workload and Decision Making

Score 0%



LESSON 4

Lesson 4 - Legal and Ethical Responsibilities

Score 0%



LESSON 5

Lesson 5 - Taking Care of Your Home: Your Money and Your Building

Score 0%



LESSON 6

Lesson 6 - People, Conflict Management and Lawful Conduct

Score 0%

Easy-to-use homepage that shows your course progress, lesson completion and quick access to learning resources.



Introduction to strata committee rights and responsibilities

This training will help you understand the foundations of strata and the role of strata committee members.

Before you get started, [answer one question](#) about your current knowledge of strata. Your response will help us evaluate the effectiveness of this training.

By the end of this training, you should have a better understanding of how strata works and feel more confident carrying out your role as a strata committee member.

You can continue learning about strata through the resources available on the nsw.gov.au/strata website, including the [Strata Living Guide](#).

Note:

- The training provides general information and uses examples and scenarios from different types of strata schemes. It is not legal advice, and some information may not apply to your specific strata scheme.
- Any images generated using artificial intelligence (AI) are provided for illustrative purposes only.

Before you begin, learn how to navigate the training. Select the Next button to continue.

LESSON 1

What is Strata?



LESSON 2

What is the Strata Committee?



LESSON 3

Time, Workload and Decision Making



LESSON 4

Legal and Ethical Responsibilities



LESSON 5

Taking Care of Your Home: Your Money and Your Building



LESSON 6

People, Conflict Management and Lawful Conduct



Let's begin with Priya

Priya was just elected to her strata committee at last night's Annual General Meeting (AGM). This morning, walking through the building, her neighbour stops her in the corridor.

Select the Play button to hear Priya's story, then decide how she should respond.

▶ 0:00/0:21 🔊 🗨️

Transcript ✕

I got elected to the strata committee at our AGM last night, which felt exciting, until my neighbour asked me a question this morning that I had absolutely no idea how to answer. She wants to change her windows and wanted to know if she needs permission. I didn't know if that was up to her, up to the committee, or something else entirely. I guess that's exactly why I'm doing this training.

Select an option, then select the Submit button.

- ☐ It depends on whether the windows are part of the lot or common property
- ☐ Yes, the committee should have a say, because they might have opinions about what the windows look like
- ☐ Priya's neighbour doesn't need permission because they own their apartment
- ☐ I'm not sure

Submit



What is Strata?

This lesson covers 3 topics. First, the basics of what strata actually is. Then, how property is divided into individual owners' lots and common property. From there, how decisions are made and who is responsible for those decisions.

Choose a topic card to start learning.



What is strata?



Lots and common property



How decisions get made



Quiz

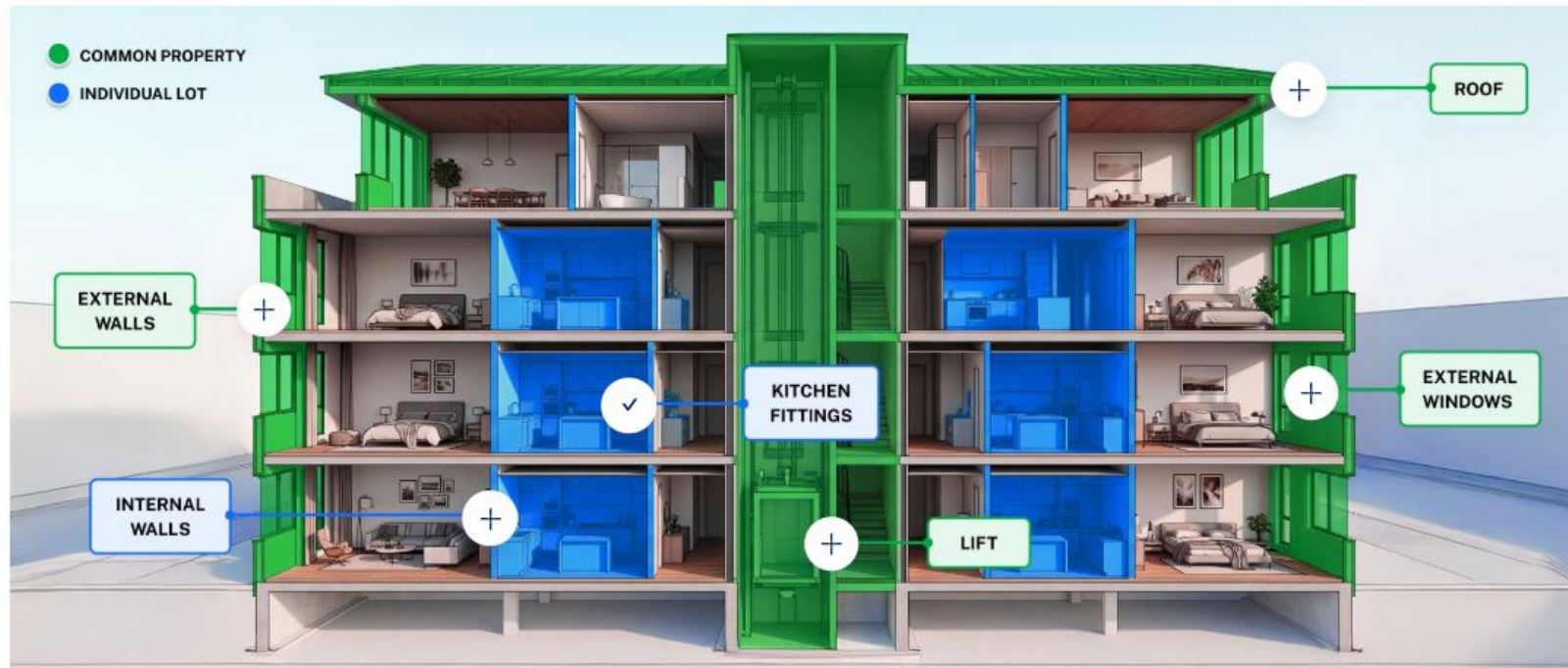


Lot or common property?

Priya reads the strata plan for her building. She wants to understand who owns what parts of the building and who is responsible for repairs, maintenance, and approvals.

Note: This diagram is an example. Your strata scheme may be different. Check your strata plan to be sure.

Select each labelled feature, then select the Next button to continue.



Next steps

Committee members: what you need to do

Training is now live – 1 October 2026

Visit nsw.gov.au/strata-committee-training

How to start your training

To start, visit nsw.gov.au/strata-committee-training

Click on ‘Start the free training now on Strata Hub’



If you are new to the platform, you will need to first [register for Strata Hub](#)

How committee secretaries can support their scheme

- Follow NSW Fair Trading’s [recommended tasks](#) to help your scheme comply with the new requirement.
- [Template resources](#) are available to support you including :
 - a reminder notice to encourage other committee members to complete their training
 - a final notice for (former) members who have not completed their training on time.

Strata managing agents: what you need to do

You play an important role supporting owners to understand the training requirement

1 Read our website to understand the new requirements

NSW Fair Trading has published new information to help answer common questions about the training.

2 Share our website with owners and committees

Help raise awareness and understanding of the new training

3 If schemes request that you carry out tasks on behalf of the committee secretary:

- Clearly outline fees and the scope of work
- Explain that administrative tasks are recommended good practice, not a legal requirement
- Obtain express approval for additional work, even where the secretary's functions have been delegated
- Keep accurate records and report on work completed

Visit nsw.gov.au/strata-committee-training

Strata Hub moves to Okta

Accessing Strata Hub: info for existing users



New authentication experience: Strata Hub is moving to Okta as its authentication provider from 30 Sept

WHAT YOU NEED TO KNOW

01

The sign in process will change

From 30 September, users will use the new sign in screen when accessing Strata Hub

02

Users will receive instructions

Existing users will receive an email explaining what to do the first time they sign in from 30 Sept

03

No change for API users

If you only access Strata Hub through an API for your system, there will be no change

A screenshot of the Strata Hub sign-in interface. At the top, it says "Connecting to" followed by the NSW Government logo and "Sign in with your account to access". Below this is a white box containing the NSW Government logo, the text "Sign In", a "Username" label, a text input field, a checkbox labeled "Keep me signed in", a blue "Next" button, and links for "Unlock account?" and "Help".

Questions?

