Know Your Committee

General guidance, not a rulebook - every building's circumstances differ, so take what's useful and leave the rest.

The two-minute version

Every apartment building in Australia is run by a legal entity made up of all the owners — called a body corporate, owners corporation, strata company or community corporation depending on your state. That entity elects a small committee of owners to handle the day-to-day decisions.

The committee members are volunteers. They are not building staff, they are not paid, and they do not exist to absorb complaints at the mailboxes. They're neighbours who put their hand up. Knowing who they are, what they can and can't do, and how to raise things properly makes the whole building work better — including for you.

A note before you start

This resource is general information, not legal advice. Strata and body corporate law differs between Australian states and territories and changes over time. Always check the current rules for your state, and get professional advice for anything significant. We have used plain language on purpose — your legislation will use fancier words for the same ideas.

What it's called in your state

State/Territory	The owners' entity	The elected committee
QLD	Body corporate	Committee (BCC)
NSW	Owners corporation	Strata committee
VIC	Owners corporation	Committee (OCC)
WA	Strata company	Council of the strata company
SA	Strata / community corporation	Management committee
TAS	Body corporate	Committee of management
ACT	Owners corporation	Executive committee
NT	Body corporate	Committee

Different names, same idea: owners electing owners to keep the building running. This guide says 'committee' for all of them.

Who does what

Role	What they actually do
Chairperson	Runs meetings, keeps discussion on track, and is often the committee's public face. Doesn't have extra decision power — one vote, like everyone else.
Secretary	Meeting notices, agendas, minutes and correspondence. In managed buildings, much of this is delegated to the strata manager.
Treasurer	Keeps an eye on budgets, levies, spending and financial statements. Again, often supported heavily by the strata manager.
Ordinary members	Discuss, vote, and usually adopt informal portfolios — maintenance, gardens, communications. The engine room of the committee.
Strata / body corporate manager	A paid professional (company) contracted by the owners to handle admin, levies, records and compliance. They advise the committee; they don't rule the building. Not a committee member.
Building manager / caretaker	A paid on-site (or visiting) role in some buildings, handling day-to-day maintenance and site supervision. Also not a committee member.

The distinction that solves most confusion

Committee = elected volunteer owners who make decisions.

Strata manager = paid professionals who carry out admin and advise.

Building manager = paid role that looks after the physical site.

When residents say 'the body corporate won't fix it', they usually mean one of these three — and knowing which one changes who you should talk to.

Your committee

Committee: fill this in and share it. A building where residents know who their committee is — by name, not by rumour — is measurably easier to run.

Role	Name	Lot / how long in the building	Portfolio / interests

Item	Details
Strata / body corporate manager (company & contact)	

Item	Details
Building manager / caretaker (if any)	
Number of committee positions	
Elected at (AGM month each year)	

How decisions get made

Not everything is the committee's call. Broadly, there are two levels:

- **Committee decisions —** day-to-day matters: routine maintenance, quotes within spending limits, correspondence, enforcing existing rules. Made at committee meetings (or by vote outside committee meetings where allowed).
- **General meeting decisions —** the big stuff: budgets and levies, changing by-laws/rules, major spending above set limits, appointing the strata manager, altering common property. Made by ALL owners voting at an AGM or extraordinary general meeting — not by the committee alone.

Spending limits and 'restricted matters' vary by state and by building, but the principle is universal: the committee handles the routine; the owners as a whole decide the significant. If a decision feels big, it probably belongs to a general meeting.

Meetings & the AGM

Committee meetings

Item	In this building
How often the committee meets	
How residents can observe or raise items	
Where minutes are published	

The Annual General Meeting (AGM)

The AGM is the one meeting that matters most. Every owner can vote. It's where the budget and levies are set, the committee is elected, insurance is confirmed, and big motions are decided. Rough timing rules by state:

State	AGM timing (general rule)
QLD	Within 3 months after the end of the scheme's financial year
NSW	Once each financial year
VIC	Within 15 months of the previous AGM (schemes above certain sizes must hold one)
Other states	Broadly: once a year — check your local rules

Item	In this building
Our scheme's financial year ends	
Our AGM is usually held in (month)	
Call for motions & committee nominations goes out	

Item	In this building
How to attend (in person / online / proxy / voting paper)	

Best practice for owners

Attend your AGM, or vote even if you can't attend. Most AGMs are decided by a small fraction of owners — which means a handful of votes set your levies and choose who runs your building. One hour a year is the best investment in your property you'll ever make.

Want something changed? Submit a motion before the deadline rather than raising it from the floor. Motions on the agenda get decided; ideas shouted at minute 90 get deferred.

How to raise things (and get results)

1. **Check who owns the problem.** Inside your lot → usually you (renters: your property manager). Shared areas and structure → the building. Not sure? Ask.
2. **Use the proper channel, in writing.** A written request creates a record and lands on an agenda. A hallway ambush of a committee member creates only awkwardness at the bins.
3. **Be specific.** 'The garage light near bay 14 has been out since Tuesday' gets fixed. 'This building is falling apart' gets filed under venting.
4. **Allow real timeframes.** Committees decide at meetings and rely on contractor availability. Non-urgent items may take a meeting cycle. Urgent safety issues should be flagged as urgent.
5. **Escalate properly if stuck.** Follow up in writing → ask for it to be tabled at the next meeting → propose a motion at a general meeting → then your state's dispute process. (See our free 'Resolving Issues' guide.)

I want to...	In this building, contact
Report a maintenance issue	
Ask about levies or payments	
Request a copy of rules / minutes / records	
Get approval (pet, renovation, etc.)	
Raise something with the committee	
Report an emergency after hours	

In the Nalo?

If your building is in the Nalo, this whole table is one answer: do it through NaloHub. Requests are logged, visible and tracked — nothing gets lost in a committee member's inbox, and nobody has to be the human switchboard.

Thinking about joining the committee?

Do it. Committees run best with fresh energy and a mix of perspectives, and most are quietly desperate for one more pair of hands. You don't need qualifications — you need to care about where you live and turn up. Nominations open before each AGM. Ask the secretary or strata manager how to nominate.

And if you're not joining: thank a committee member this month. They approved the quotes, chased the leak, and read a 40-page insurance renewal so you didn't have to. Silence is the only wage volunteers can't live on.

More free resources at **nalohub.com** · Be in the Nalo.

Sources: NSW Fair Trading and the Strata Schemes Management Act 2015, Queensland Government (BCCM Act and modules), Consumer Affairs Victoria and the Owners Corporations Act 2006, Landgate WA - current as at August 2026. Always confirm against your own scheme's registered by-laws or rules, as some schemes have variations.