



Acacia Essentials Service

Management that leaves the parts you want to do, to you.

This booklet describes South Australian law as it stood at the date of printing. It is general information, not legal advice for your group.

At Acacia Collective we believe management isn't one size fits all. Essentials is our alternative to Full Service: your group runs its own meetings and arranges its own maintenance, and we continue to handle the accounting, secretarial and insurance work behind it — at a discount on our Full Service fee.

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Will Essentials suit your group?

Answer these for yourselves — there's no form to send in.

✓ Do you want to save money? Essentials is a 34% discount on the full service fee.

✓ Do you want to feel more in control of your group?

✓ Are you a small group?

✓ Do you have one or more capable, caring owners?

✓ Can you afford a small amount of time to invest in your investment?

✓ Are the properties in good overall condition?

✓ Where maintenance is required, do most owners agree on the work to be done?

✓ Do most of the owners get along most of the time?

If you answered yes to some of these, Essentials may be right for your group.

What's different about Essentials

What are the main differences between Full Service and Essentials?

Two areas of difference: you conduct your own meetings using our meeting kit, and you arrange your own maintenance. We continue to carry out your group's financial and secretarial duties either way.

How much time will it take from each of us?

The only real extra time required by the group is the time taken to liaise on any maintenance matters — ringing a contractor, and sometimes meeting them on site. Groups usually appoint one person for this, or share it between owners. Some groups thank that person with an honorarium for their time.

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Arranging your own maintenance

How do we organise our own maintenance? How do we know who to use?

We supply every owner with a list of tried and tested contractors. This includes the RAA Trade Assist service. You may use these contractors, or one of your own — the main thing to check is that they hold the necessary qualifications and licences, and public liability insurance. It's also worth checking your group holds the funds to carry out the work, with enough kept aside for your insurance premium and ongoing maintenance such as grounds care.

Most groups choose one owner — often the Presiding Officer or another committee member — as the liaison person for maintenance.

— NOT LOCKED IN

You can move to Full Service if your group's circumstances change. **What you can't do is switch back and forth just to have us run a single meeting.**

Running your own meetings

How do we run our own meeting? We don't have any experience.

We supply every owner with the usual meeting materials and an agenda ahead of time. Your secretary gets a meeting kit two to three weeks before the meeting, built around a tick-the-box minutes proforma that covers most of what an average general meeting needs to decide. Once the meeting has happened, send the minutes back to our office and we'll type them up and distribute them — call us any time with questions arising from the meeting.

What if we think we'll have trouble running our own meeting?

Ring us before the meeting for extra information on any item you need clarified. If there's tension between neighbours, or nobody wants to host, some groups hold their meeting at a neutral venue — a quiet café or a community hall. Contact our office to talk through options if you think you'll need extra assistance or a neutral venue.

Can we still call you throughout the year with questions?

Yes. Call us whenever you need to. Like all our clients, we'll let you know if a request falls outside our normal contact hours — and our indexed help centre and chatbot, Canopy, are there any time you need them.

What's in it for us by choosing Essentials?

A discount on the management fee, and — because you run your own meetings — no meeting fee either. See *Essentials and Full Service* for current figures.

The people behind the collective

We're a team of experienced entrepreneurs, advisors and professionals building Australia's first member-owned strata and community title management collective, because community corporation owners deserve better.



Paul Daly — Co-Founder & Director

Paul has spent decades building Adelaide's business community, from co-founding m.Net Corporation (sold to IPG MediaBrands) to advising the City of Adelaide on economic development strategy. He holds a Master's degree from the University of Adelaide and brings a strong track record in commercial growth and organisational design. Paul co-founded Acacia Collective to give strata and community title owners across Australia a genuine alternative — member-owned management built around transparency, accountability and community.



Alex Hender — Chief Advocate & CTO

Alex brings 17+ years of experience leading service organisations from early stage through to \$8M+ in revenue, with deep expertise in operations, technology and organisational leadership. As Chief Advocate and CTO of Acacia Collective, he champions the interests of member corporations while building the platforms, automation and digital tools behind the member-owned model — giving owners across Australia transparent, responsive strata and community title management and real visibility over how their community is run.



Jonathan Whalley — Co-Founder & Director

Jonathan is an entrepreneur, engineer and investor with over 30 years of building and scaling Australian businesses. He founded DSpace Pty Ltd, grew it to acquisition by a publicly listed company, and as founding CEO of 1414 Degrees led the organisation from concept through to ASX listing. He holds two engineering degrees and an MBA. At Acacia Collective, Jonathan applies his governance and operational expertise to building a member-owned strata and community title management model that puts owners corporations, bodies corporate and community corporations first.



Tabitha McFarlane — Co-Founder & Fractional CFO

Tabitha is a Chartered Accountant with almost 30 years of experience in accounting, business strategy and taxation. After studying Chemistry at Somerville College, Oxford, she trained with Deloitte in London before building a career across senior roles in Australian accounting practices and as CFO for an industrial manufacturing group. At Acacia Collective, Tabitha oversees financial governance for the organisation and its member corporations, ensuring levies, budgets and long-term maintenance funds are managed with rigour and transparency.

GET TO KNOW US

Four people, one conviction: **owners deserve a manager who answers to them.**

Every plan is managed by people who built this collective to be member-owned from the ground up — not a service description added afterwards.

