Management Services

The steady hand your corporation was looking for.

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

Appointing a manager is a big decision for your corporation. You need a manager who has your interests at heart, is qualified, and trustworthy. This booklet sets out what South Australian law requires of us, how our two service options work, and who's behind Acacia.

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The role of your manager, and your rights

The October 2013 reforms to South Australia's Strata and Community Titles Acts set out obligations your manager must meet, and rights you can rely on.

- ✓ **Inspect your records.** Ask, and we make your body corporate's records available for inspection within 10 business days, with copies supplied at cost — up to $1.20 a page under the regulations.
- ✓ **Professional indemnity.** We carry professional indemnity insurance of at least $1.5 million, and provide proof of cover on request.
- ✓ **Independent audits.** Your auditor's report goes to a corporation officer directly, not filed away unseen.
- ✓ **Presiding at meetings.** We preside at your meeting when a majority of those present agree, and we disclose every proxy or power of attorney we hold before the meeting starts.
- ✓ **Contracts and termination.** Your body corporate can end our management at any time. Records and funds are returned by registered post, or made available for collection, within 10 business days. No agreement runs longer than two years.
- ✓ **Proxies.** If a manager or their employee is nominated as your proxy, that nomination lapses the moment they stop managing your body corporate.
- ✓ **Commissions.** We disclose any commission we receive from third parties, including insurance placement, on your renewal documents.
- ✓ **Disputes.** You, and your body corporate, can take any dispute — including one with us — to the Magistrates Court.

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HOW WE WORK

Management options

Acacia offers two ways to be managed. Essentials suits smaller groups who want to run their own meetings and arrange their own maintenance, at a discount. Full Service hands the whole job to us — accounting, meetings, maintenance, and everything between.

ESSENTIALS

Suits groups of eight owners or fewer who want to run their own meetings and arrange their own maintenance. We handle the accounting, secretarial and insurance, and give you the tools to do the rest — at a discount on our Full Service fee.

FULL SERVICE

We handle everything: accounting, secretarial, meetings, insurance and maintenance, including a vetted network of trades through RAA Trade Assist.

For the full list of what each plan includes, and current fees, see *Essentials and Full Service*.

> MEMBER OWNED
>
> At Acacia your group is a member of the not-for-profit organisation that manages it. **Your group has a say and a vote in how it is run.**

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What we do for you

Full details of every management area are on our website. Here's what each covers, and which plan it's included in.

Getting information (FS, ES). You need information to make informed decisions, so we provide a wide range of it. Full details can be found on our website.

Accounting (FS, ES). We take care of all unit financial matters.

Secretarial (FS, ES). Comprehensive correspondence and advice, with secure and confidential record keeping.

Meetings (FS, ES). We arrange meetings, and prepare and distribute minutes, notices, budgets and agendas. For Full Service clients, we attend and assist the presiding officer and secretary in the conduct of meetings. For Essentials clients, we supply meeting agendas and a minutes proforma, and don't attend meetings.

Maintenance, insurance and extras

Maintenance (FS, ES). To maintain your asset, we:

- ✓ Provide all-hours access to emergency maintenance, and pay the relevant maintenance work invoices.
- ✓ Advise and arrange the maintenance, repair and replacement of common property. *(Full Service only.)*
- ✓ Organise emergency maintenance works. *(Full Service only.)*

Insurance (FS, ES). To adequately protect your asset, we:

- ✓ Place and renew insurances.
- ✓ Arrange a building valuation.
- ✓ Have any claim promptly processed.

Additional services are available to all of our clients, for which extra fees may apply — quoted before we start, to suit what you need. These include site visits and photo records, legal proceedings, extraordinary maintenance, meter readings, additional accounting and mediation. For more detail on all our management areas, see *Essentials and Full Service* or our website.

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Our objectives

Our mission is to support strata and community titled property owners. We stand by these objectives to ensure your best interests remain at the heart of what we do.

1. Deliver member-driven strata services. To provide reliable, accessible and cost-effective strata management services to member strata and community titled groups, prioritising equity, transparency and simplicity.

2. Enable democratic governance and member control. To operate as a member-owned cooperative where member strata and community titled groups have representation, voting rights, and a meaningful voice in the organisation's direction, ensuring that decisions serve member interests above profit.

3. Leverage technology for empowerment. To deploy digital tools and platforms that reduce administrative burden, improve compliance, enhance transparency, and support body corporate management.

4. Maintain ethical and transparent operations. To uphold the triple bottom line — people, planet, profit — establish operating processes consistent with the requirements for B-Corp certification and other high standards of ethical operation, maintain open financials, and ensure all operations align with cooperative principles and member benefit.

5. Foster community and long-term sustainability. To build social capital among members through knowledge sharing, education, trusted partnerships, and sustainable practices that benefit both individual member groups and the broader community.

WHO WE ARE

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.

OUR PARTNERS

RAA has established a dedicated Trade Assist service for bodies corporate, giving our members access to a vetted network of local trades through one of South Australia's most trusted and best-known brands. Beyond Bank, a customer-owned bank, supports the way we manage and safeguard your funds — customer-owned, like us, which isn't a coincidence.

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