

# Media Release

**The Hon Nick Staikos MP**  
Minister for Consumer Affairs  
Minister for Local Government



Thursday, 24 April 2025

## NEW FINANCIAL SUPPORT FOR APARTMENT AND UNIT RESIDENTS

The Allan Labor Government is making sure that the owners and residents of apartments and units across Victoria who are struggling to keep up with their body corporate fees, have access to the advice and support they need.

Minister for Consumer Affairs Nick Staikos this week announced new compulsory body corporate fee notices would give people more information and advice on their rights to ask for payment plans, how to access dispute resolution and what financial counselling supports are available.

A dedicated phone channel is also now available for owners corporation queries, in addition to existing online enquires services.

An owners corporation – also known as body corporate or strata – manages the common property of a residential, commercial, retail, industrial or mixed-use property development.

The new notices advise owners in financial difficulty that they can contact their owners corporation manager or committee to request a fee payment plan. There is also information about the National Debt Helpline's step-by-step guide to dealing with owners corporation fees and levies and how to talk to a financial counsellor.

The new notices are the official approved notices owners corporations must use when advising an owner they have overdue fees owing. Older versions are no longer valid.

This comes on top of significant reforms made to owners corporation laws in 2021 to better reflect the needs of Victorians living in apartments and other properties managed by owners corporations.

For free, confidential advice from a financial counsellor, contact the National Debt Helpline on 1800 007 007 or visit the website at [ndh.org.au](http://ndh.org.au).

Contact Consumer Affairs Victoria for owners corporation issues by calling 1300 55 81 81 and selecting option 7 then 3, or online via [consumer.vic.gov.au/contact-us](http://consumer.vic.gov.au/contact-us).

The new forms are available on the CAV website at [consumer.vic.gov.au/housing/owners-corporations](http://consumer.vic.gov.au/housing/owners-corporations).

### Quotes attributable to Minister for Consumer Affairs Nick Staikos

*"We're making sure apartment and unit owners can get the advice and support they need – when they need it."*

*"These new owners corporation fee notices will ensure they get helpful advice and support about their options if they're struggling to pay their fees – not just a demand to pay up."*