



Going to the State Administrative Tribunal

If Consumer Protection is unable to help you resolve your complaint, the State Administrative Tribunal may be able to assist you.

Consumer Protection operates a free conciliation service to help resolve complaints; however, if this is unsuccessful, you may be able to take the matter further at the State Administrative Tribunal (SAT).

Enabling legislation

The SAT deals with a range of administrative, commercial and personal matters. It handles disputes about building services, commercial tenancy, residential park tenancy, retirement villages and strata management issues.

When appropriate, Consumer Protection will refer you to the SAT under the laws we administer.

Consumer Protection administers the following laws that provide recourse to the SAT:

- *Associations Incorporation Act 1987*
- *Chattel Securities Act 1987*
- *Commercial Tenancy (Retail Shops) Agreements Act 1985*
- *Debt Collectors Licensing Act 1964*
- *Employment Agents Act 1976*
- *Hire-Purchase Act 1959*

- *Land Valuers Licensing Act 1978*
- *Motor Vehicle Dealers Act 1973*
- *Motor Vehicle Repairers Act 2003*
- *Real Estate and Business Agents Act 1978*
- *Residential Parks (Long-Stay Tenants) Act 2006*
- *Retirement Villages Act 1992*
- *Settlement Agents Act 1981*

Procedure

The SAT's approach is informal and flexible. Strict rules of evidence do not apply.

Through the SAT, parties can resolve their disputes during directions hearings or, if appropriate, mediation. The SAT allows parties to represent themselves, or to be represented by a lawyer or person with relevant experience.

Application fees cover all services (including mediation) up to and including the first day of a hearing. An additional fee is payable for each further hearing day but most hearings are completed within one day. Application fees vary depending on the issue but many are below \$170.

Time periods

Under some legislation, a specific time period must be given to a party before steps can be taken to enforce your rights. Special care needs to be taken to make sure you have complied with these time periods.

A useful tip is to remember time periods often commence on the date a decision is made, not on the date you receive notice of the decision.

The law governing interpretation of legislation is not always clear to the reader when calculating required timeframes. Consumer Protection recommends you get independent legal advice to ensure you comply with all necessary requirements.

Enforcement

While the SAT is not a court, orders made by the SAT are binding on the parties and are enforceable as if made by a court. Some orders require a party to do or not do something and others require the payment of money.

Which court enforces monetary orders depends on the value of the dispute. If the debt is less than \$75,000 it is the Magistrates Court. Information about its enforcement options is in our fact sheet ***Going to the Magistrates Court***. If the debt is more than \$75,000 it is the District Court and if the debt is more than \$750,000 it is the Supreme Court of Western Australia.

You should seek advice from the staff of the relevant court or a legal practitioner for further information about enforcing an order of the SAT.

Contacting the SAT

Consumer Protection recommends you contact the SAT to discuss your complaint and prepare your application. The SAT staff will provide you with an application form and inform you about the correct procedure, but they are unable to provide legal advice.

You can contact the SAT by:

- calling 9219 3111 or 1300 306 017;
- going to the SAT office at Level 6, 565 Hay Street, Perth;
- visiting www.sat.justice.wa.gov.au

Getting help

You may want to get legal advice from a private lawyer. Otherwise, there are a number of organisations, including those below, which may give you free or low-cost legal services.

Aboriginal Legal Service of Western Australia

1800 019 900 www.als.org.au

Legal Aid Western Australia

1300 650 579 www.legalaid.wa.gov.au

Perth

32 St Georges Terrace 1300 650 579

Albany

Suite 3, 43–47 Duke Street 9892 9700

Broome

15-17 Dampier Terrace 9195 5888

Bunbury

L7, Bunbury Tower, 61 Victoria St 9721 2277

Geraldton

U8, 273 Foreshore Drive 9921 0200

Kalgoorlie

Suite 3, 120 Egan Street 9025 1300

Kununurra

98 Konkerberry Drive 9166 5800

South Hedland

28-32 Throssell Road 9172 3733

Indian Ocean

20 Jalan Pantai 9164 7529

Community Legal WA

Community Legal WA is an organisation representing and supporting community legal centres in Western Australia.

<https://www.communitylegalwa.org.au>

These community-based organisations include:

Citizens Advice Bureau

25 Barrack Street, Perth 9221 5711

cab@cabwa.com.au

Consumer Credit Legal Service (WA) Inc

Level 1, 231 Adelaide Tce, Perth 9221 7066

cclswa@cclswa.org.au

Tenancy WA

2/18 Plain St, East Perth 9221 0088 or

1800 621 888 (for country callers)

Law Access Pro Bono Referral Scheme

160 St Georges Tce, Perth 9324 8600

lawaccess.org.au

lawaccess@lawaccess.net.au

Disclaimer – The information contained in this fact sheet is provided as general information and a guide only. It should not be relied upon as legal advice or as an accurate statement of the relevant legislation provisions. If you are uncertain as to your legal obligations, you should obtain independent legal advice.

Consumer Protection Division | Department of Mines, Industry Regulation and Safety | 1300 30 40 54

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Level 2/140 William Street
Perth Western Australia 6000

M: Locked Bag 100, East Perth WA 6892

W: www.dmirs.wa.gov.au

E: consumer@dmirs.wa.gov.au

Regional Offices:

Goldfields/Esperance	(08) 9021 9494
Great Southern	(08) 9842 8366
Kimberley	(08) 9191 8400
Mid-West	(08) 9920 9800
North-West	(08) 9185 0900
South-West	(08) 9722 2888



National Relay Service: 13 36 77

Translating and Interpreting Service (TIS): 13 14 50

This publication is available in other formats on request to assist people with special needs.