

# Going to the State Administrative Tribunal

October 2008

*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 conciliation service to assist you in resolving your complaint. Every endeavour is made to resolve your complaint this way. However if this is unsuccessful, you may need to take the matter further.

The State Administrative Tribunal (SAT) deals with a range of administrative, commercial and personal matters. SAT's approach is informal and flexible. Strict rules of evidence do not apply. Consumer Protection recommends that both parties seek independent legal advice when preparing to apply to the SAT. While the SAT is not a court, orders made by the SAT are binding on the parties.

## **Enabling legislation**

There are a number of pieces of legislation that the SAT deals with, which allows it to make or review decisions. The full list of legislation is available on the SAT website: [www.sat.justice.wa.gov.au](http://www.sat.justice.wa.gov.au)

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*

*Builders' Registration Act 1939*

*Business Names Act 1962*

*Chattel Securities Act 1987*

*Commercial Tenancy (Retail Shops) Agreements Act 1985*

*Consumer Credit (Western Australia) Act 1996*

*Cooperative and Provident Societies Act 1903*

*Credit (Administration) Act 1984*

*Credit Act 1984*

*Debt Collectors Licensing Act 1964*

*Employment Agents Act 1976*

*Fair Trading Act 1987*

*Finance Brokers Control Act 1975*

*Hairdressers Registration Act 1946*

*Hire-Purchase Act 1959*

*Land Valuers Licensing Act 1978*

*Motor Vehicle Dealers Act 1973*

*Motor Vehicle Repairers Act 2003*

## **Consumer Protection Division**

Forrest Centre, 219 St Georges Terrace

Perth, Western Australia 6000 (hours 8:30am - 5:00pm)

Admin: 9282 0777 Call Centre: **1300 30 40 54**

Facsimile: 9282 0850 Email: [consumer@docep.wa.gov.au](mailto:consumer@docep.wa.gov.au)

Internet: [www.docep.wa.gov.au](http://www.docep.wa.gov.au)



Department of Consumer  
and Employment Protection  
Government of Western Australia

*Painters' Registration Act 1961*  
*Real Estate and Business Agents Act 1978*  
*Residential Parks (Long-Stay Tenants) Act 2006*  
*Retirement Villages Act 1992*  
*Settlement Agents Act 1981*  
*Travel Agents Act 1985*  
*Water Services Licensing (plumbers Licensing and Plumbing Standards) Regulations 2000*

## Contacting the SAT

Consumer Protection recommends that 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, however they are unable to provide legal advice.

You can contact the SAT by either:

Calling the SAT on 9219 3111 or 1300 306 017.

Visiting the SAT office:

Level 4

12 St Georges Terrace Perth

Emailing the SAT: [info@sat.justice.wa.gov.au](mailto:info@sat.justice.wa.gov.au)

Visiting the website [www.sat.justice.wa.gov.au](http://www.sat.justice.wa.gov.au)

### Note:

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 that time periods often commence on the date a decision is made, not on the date that 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 that you obtain independent legal advice to ensure you do comply with all necessary requirements.

**This is a guide only and is not a substitute for independent legal advice.**

## Useful contacts

Consumer Protection Advice Line 1300 30 40 54

[www.docep.wa.gov.au/consumerprotection](http://www.docep.wa.gov.au/consumerprotection)

Email: [consumer@docep.wa.gov.au](mailto:consumer@docep.wa.gov.au)

State Administrative Tribunal

Phone: 9219 3111 or 1300 306 017

[www.sat.justice.wa.gov.au](http://www.sat.justice.wa.gov.au)

Email: [info@sat.justice.wa.gov.au](mailto:info@sat.justice.wa.gov.au)

Tenants Advice Service 9221 0088

Legal Aid 1300 65 05 79

Citizens Advice Bureau 9221 5711

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

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### Regional offices:

Goldfields/Esperance (08) 9026 3250  
 Great Southern (08) 9842 8366  
 Kimberley (08) 9169 2811  
 Mid-West (08) 9964 5644  
 North-West (08) 9185 0900  
 South-West (08) 9722 2888

National Relay Service: **13 36 77**

Quality of Service Feedback Line: Tel: 1800 30 40 59